

POLICY STATEMENT:

The Society is committed to implementing, maintaining and enhancing accessibility in the areas of Information and Communication, Employment, and (as applicable) Built Environment, for all persons with disabilities in a timely manner.

This Policy and its related procedures facilitate compliance with the Integrated Accessibility Standards (IAS), (Ontario Regulation 191/11) of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and other relevant sections of that Act, as may be amended from time to time.

This policy shall be fully implemented by January 1, 2014.

PROCEDURES:

- The Society, in accordance with regulated compliance dates, will:
 - establish, maintain, and update a multi-year accessibility plan in accordance with the requirements of Section 4 of the IAS; ensure that training is provided on the requirements in accordance with Section 7 of the IAS, as well as the Human Rights Code as it relates to people with disabilities;
 - in accordance with Part 2 of the IAS, the Information and Communication Standard requirements, create, provide and receive information and communication in ways that are accessible for people with disabilities in accordance Part 3 of the IAS, the Employment Standard requirements, identify, prevent and remove barriers across the employment life cycle for people with disabilities.

CROSS REFERENCES:

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 191/11 – Integrated Accessibility Standards

Ontario Regulation 429-07 – Accessibility Standards for Customer Service

AODA Policy Overarching

Customer Service Policy Overarching

Anti-Oppressive Policy

Ontario Human Rights Code

New Policy

Date of Approval – 13 November 2013

Approved By – Leadership

Proposed Review Date – November 2017

Accessibility Plan

POLICY STATEMENT:

The Society shall establish, implement, maintain and document a multi-year accessibility plan, including timelines, which outlines strategies to address, prevent and remove barriers to accessibility.

This policy shall be fully implemented by January 1, 2014.

PROCEDURES:

The Society shall:

- conduct an assessment, as necessary, to inform the Accessibility Plan;
- seek feedback from employees, clients, customers and people with disabilities, as necessary, to inform the Accessibility Plan;
- post the Accessibility Plan on the Durham CAS website, www.durhamcas.ca;
- provide the Accessibility Plan in an accessible format upon request; and
- review and update the Accessibility Plan at least once every five years.

CROSS REFERENCES:

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 191/11 – Integrated Accessibility Standards

Ontario Regulation 429-07 – Accessibility Standards for Customer Service

AODA Overarching Policy

Customer Service Policy Overarching

Integrated Accessibility Policy Overarching

Anti-Oppressive Policy

Ontario Human Rights Code

New Policy
Date of Approval – 13 November 2013
Approved By – Leadership
Proposed Review Date – November 2017

POLICY STATEMENT:

The Society is committed to integrating accessibility into regular workplace processes. As such the Society shall provide for accessibility across all stages of the employment life cycle including:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented individual accommodation plans
- Return to work process
- Performance management
- Career development and advancement
- Redeployment

This policy shall be fully implemented by January 1, 2016, with exception of Workplace Emergency Response Information which had a compliance date of January 1, 2012.

PROCEDURES:

These requirements of the IAS applies only to employees, including but not limited to, full-time, part-time, contract, seasonal, bargaining unit and excluded. They do not apply to volunteers or other non-paid individuals. However, good business practice indicates application whenever and whenever feasible and practicable.

The Society, in the following areas will:

Recruitment

- notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process, where needed, to support their participation in recruitment processes.

Recruitment, Assessment or Selection Process

- during a recruitment process, notify job applicants when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used;
- if a selected applicant requests an accommodation, consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

- when making offers of employment notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

- inform employees of the policies (and any updates to those policies) used to support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

- upon the request of an employee with a disability, consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees;
- in determining the suitability of an accessible format or communication support, consult with the employee making the request.

Workplace Emergency Response Information

- provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if the Society is aware of the need for accommodation due to the employee's disability. This information will be provided as soon as practicable after the Society becomes aware of the need for accommodation.
- where the employee who has a disability requires assistance, with the consent of that employee, provide the workplace emergency response information to the

individual designated by the Society to provide assistance to the employee with the disability. Privacy on the nature of the disability must be respected.

- include necessary information from the Individual Accommodation Plan.
- review, at a minimum, the individualized workplace emergency response information when the employee moves to a different physical location, when the employee's overall accommodations needs or plans are reviewed, and, when the general emergency response policies are reviewed.

Documented Individual Accommodation Plans

- maintain a written process for the development of documented individual accommodation plans for employees with disabilities.
- include the following elements in the development of documented individual accommodation plans;
 - the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
 - the means by which the employee is assessed on an individual basis;
 - the manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved;
 - the manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan;
 - the steps taken to protect the privacy of the employee's personal information;
 - the frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
 - if an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee;
 - the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
- ensure that individual accommodation plans
 - if requested, include any information regarding accessible formats and communications supports provided;
 - if required, include individualized workplace emergency response information; and;
 - identify any other accommodation that is to be provided.

Return to Work Process

- develop and have in place a return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work;
- document the process;
- ensure the return to work process outlines the steps necessary to be taken to facilitate the return to work of employees who were absent from work because their disabilities required them to be away from work;
- include documented individual accommodation plans as part of the process;
- ensure the return to work process will not replace or override any other return to work process created by or under any other statute (ie., the Workplace Safety Insurance Act, 1997).

Performance Management

- take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities. This may include having performance plans, available in accessible formats and /or the provision of feedback in a manner that takes into account an employee's disability.

Career Development and Advancement

- take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities.

Redeployment

- take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities;
- take into account the individual accommodation plans that are in place for employees with disabilities.

CROSS REFERENCES:

Accessibility for Ontarians with Disabilities Act, 2005
Ontario Regulation 191/11 – Integrated Accessibility Standards
Ontario Regulation 429-07 – Accessibility Standards for Customer Service
AODA Overarching Policy
Customer Service Policy Overarching
Integrated Accessibility Policy Overarching
Anti-Oppressive Policy
Ontario Human Rights Code

New Policy

Date of Approval – 13 November 2013

Approved By – Leadership

Proposed Review Date – November 2017

POLICY STATEMENT:

The Society is committed to the provision of accessible formats and communication support for persons with disabilities, upon request as soon as practicable.

The Information and Communications Policy does not apply to the following:

1. Products and product labels;
2. Unconvertible information or communications;
3. For the purposes of the Information and Communications Standard, information or communications are unconvertible if it is not technically feasible to convert the information or communications, or the technology to convert the information or communications is not readily available;
4. Information not controlled directly or indirectly through a contractual relationship, unless the contractual relationship with a third party provider allows for modification.

This policy shall be fully implemented as noted in each section.

PROCEDURES:

If the Society determines that information or communications are unconvertible, the person requesting the information or communication must be provided with:

- an explanation as to why the information or communications are unconvertible; and
- a summary of the unconvertible information or communications.

In the following areas the Society will ensure a process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. *Note: This is in addition to the Customer Service Standard Feedback Requirement;*

- to be fully implemented by January 1, 2015.

Accessible Formats and Communication Supports

- Upon request, provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.
- Notify the public about the availability of accessible formats and communication supports.
- Fully implemented this section by January 1, 2016 or by specific schedules i.e. Accessibility Plan 2014.

Emergency Procedures, Plans or Public Safety Information

- When preparing emergency procedures, plans or public safety information, that is normally made available to the public, the Society shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- Fully implemented this section by January 1, 2012.

Accessible Websites and Web Content

- Ensure that its Internet, including web content, conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A 14.2 except where this is impracticable.
- In determining whether meeting the requirements of this section is not practicable, may consider, among other things:
 - the availability of commercial software or tools or both, and;
 - significant impact on an implementation timeline that was planned or initiated before January 1, 2012.
- By January 1, 2014 ensure WCAG 2.0 level A and by January 1, 2021 ensure WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-Recorded).

Note: Content published on a website before January 1, 2012 is not required to be compliant with WCAG 2.0. Web content, including documents such as Word and PDFs; posted after January 1, 2012 will need to be accessible as per the regulation.

CROSS REFERENCES:

Accessibility for Ontarians with Disabilities Act, 2005
Ontario Regulation 191/11 – Integrated Accessibility Standards
Ontario Regulation 429-07 – Accessibility Standards for Customer Service
AODA Overarching Policy
Customer Service Policy Overarching
Integrated Accessibility Policy Overarching
Anti-Oppressive Policy
Ontario Human Rights Code
Fire Safety and General Building Evacuation Plan
The Accessibility Plan 2014

New Policy
Date of Approval – 13 November 2013
Approved By – Leadership
Proposed Review Date – November 2017

POLICY STATEMENT:

The Society is committed to ensuring that training is provided on the applicable requirements of the IAS and on the Human Rights Code as it pertains to persons with disabilities.

This policy shall be fully implemented by January 1, 2015.

PROCEDURES:

- The requisite training will be provided to:
 - all employees;
 - individuals completing a practicum, co-op or placement as part of an academic program;
 - all other persons who provide services on behalf of the Society;
 - all volunteers; and,
 - all persons who participate in developing the Society's policies.
- The training shall be appropriate to the duties of the employee, foster/kin caregivers, volunteer and other persons.
- Every person will be trained as soon as is practicable.
- Training will be provided on an ongoing basis to accommodate new employees, other persons and/or changes in accessibility policy.
- Training needs of contractors who provide goods, services or facilities on behalf of the Society may be addressed through the Society's procurement process.
- The training may be delivered in a variety of different formats.

The Society will maintain a record of training which includes:

- the number of individuals who were trained;
- the dates that the training was provided.

CROSS REFERENCES:

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