

Binder	PCL Human Resource Policies	Number	6.06
Section	Human Rights	Page	1 of 5
Subject	Integrated Standard – Accessibility for all Ontarians with Disabilities Act ( AODA)	Effective	July 29, 2014
Issue to	All Employees, Applicants and Volunteers	Replaces	7.03 dated April 27/11
Issued by	Executive Director		

1. POLICY

- 1.01 Parents for Community Living strives for excellence in all areas of service delivery. The four principles of service delivery are dignity, independence, integration and equal opportunity.
- 1.02 PCL shall provide an environment in its main office and homes that reflects and values diversity, dignity, independence, integration, and equal opportunity for individuals in care, families, the public, employees and volunteers.
- 1.03 PCL commits to meeting the accessibility needs of all people with disabilities in a timely manner.

2. PURPOSE

- 2.01 The purpose of this statement of Policy and Procedure is to provide guidelines for the assurance of PCL’s compliance with the Accessibility for all Ontarians with Disabilities act.

3. SCOPE

- 3.01 This statement of policy and procedure applies to all applicants, volunteers and employees.

4. RESPONSIBILITY

- 4.01 All employees and volunteers will welcome all members of the community to our main office and homes as appropriate and provide service that respects the diversity, dignity, independence, integration and equal opportunity of all people, including those with disabilities.

5. DEFINITIONS

**Dignity** - service is provided in a manner that allows the person with a disability to maintain self respect and the respect of other people.

**Independence**- when a person with a disability is allowed to do things on their own without unnecessary help or interference from others.

**Integration-** service is provided in a manner that allows a person with a disability to benefit from the same services, in the same place and in the same or similar manner as others do, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

**Equal Opportunity-** service is provided to a person with a disability in a manner that recognizes their need for increased access to social and economic involvements and benefits that are available to others.

**Assistive Devices-** are used by people with disabilities to help with daily living and include a broad range of products such as walkers, wheelchairs, white canes, oxygen tanks and electronic communication devices that people may bring to the premises.

Integrated Standards- Customer Service Standard,

## 6. REFERENCES AND RELATED STATEMENTS OF POLICY AND PROCEDURE

Accessibility for all Ontarians with Disabilities Act 2005

HR Policy 6.05 Non-Discrimination

HR Policy 8.12 Workplace and General Harassment

OP Policy 5.01 Complaint Procedure

HR Policy 8.08 Return to work program

## 7. PROCEDURE:

### RECRUITMENT AND EMPLOYMENT

- 7.01 All external applicants will be informed at the time of the arrangement for the interview that accommodations are available if requested by the applicant. Internal Job postings will indicate the availability of accommodation for applicants with disabilities.
- 7.02 All applicants will be provided with a copy of this policy along with the job description for the position applied for at the time of interview.
- 7.03 All new hires during orientation will be informed of PCL's policies for accommodating employees with disabilities including the provision of job accommodation. If an employee requires accommodation the process for developing the documented plan will include the following:
- a) The manner in which an employee requesting accommodation can participate in the development of the plan
  - b) The means by which the employee is assessed on an individual basis
  - c) The manner in which the employer can request an evaluation by an outside medical or other expert at the employee's expense, to assist the employer in determining if accommodation can be achieved and, if so how accommodation can be achieved.
  - d) The manner in which the employee can request the participation of a representative from the workplace in the development of the plan.
  - e) The steps taken to protect the privacy of the employee's personal information

- f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
  - g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
  - h) The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
- 7.04 All staff will be trained in the Accessibility for Customer Service Act, 2005 and on the three integrated accessibility standards contained in the integrated regulation at the time of hire and annually at the time of performance evaluation , as well as, when any changes are made to this policy. Records of training will be kept.
- 7.05 Training will include a review of this policy, the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard and the Integrated Standards which includes the Employment Standard, the Information and Communication Standard and the Transportation Standard.
- 7.06 Volunteers will be trained only in the Customer Service Standard at the time of their orientation

#### ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

- 7.07 PCL will ensure that any information is provided in a format that meets the standards of the Accessibility for all Ontarians with Disabilities Act (AODA).
- 7.08 PCL will provide accessible formats of communication for employees with disabilities with respect to information needed to perform their position and general information available to all employees upon the request of the employee with a disability in order to provide a suitable format. Formats could include large print, audio, plain language etc.
- 7.09 PCL has an accessible website and posts our accessibility plan on the website.

#### CUSTOMER SERVICE STANDARD

- 7.10 Employees in our main office will ensure that any wheelchair accessibility signage is maintained and visible at our main office location as appropriate. They will also ensure that accessible doors are functioning and that they are knowledgeable on how to operate these accessibility elements, if appropriate.
- 7.11 All employees and volunteers will allow people to use personal assistive devices to access our services and will make every attempt to ensure that assistive measures are made available. This includes, but is not limited to, staff assistance, sign language and oral interpretation.
- 7.12 All employees and volunteers will ensure communication with a person with a disability is in a manner that is respectful and takes into account the person's disability. They will change the method of communication to meet an individual's needs and flexibly provide services such as in person, by phone and online. They will also ensure that any requested documents are either in a format that takes into account a person's disability

or that supports are provided to ensure that the person with the disability is able to understand and use the documents.

- 7.13 All employees and volunteers will allow people with disabilities to bring service animals into PCL's main office and homes as appropriate. To be considered a service animal under the Accessibility standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability. Employees and volunteers must be prepared to respond to special situations where a person with a disability has a service animal, such as other individuals having an allergy or fear of animals. They should discuss the situation with all involved and make every effort to meet the needs of all individuals.
- 7.14 All employees and volunteers will allow people to bring support providers with them if so desired by the person with a disability.
- 7.15 If directed by management, employees and volunteers will ensure that they complete the ***Serve-ability: Transforming Ontario's Customer Service*** online training by accessing [www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html](http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html) and forwarding the completion certificate to the appropriate manager.
- 7.16 Certificates from the Serve-ability training received will be maintained in the employee or volunteer's file.
- 7.17 PCL recognizes that individuals who have a disability use methods other than standard print to access information. PCL will provide this policy, or the information contained in this policy, in a format that takes into account the person's disability, such as plain language, large print, verbally etc.

#### DISRUPTIONS TO SERVICE

- 7.18 In the event of a planned or unexpected disruption to PCL's services, each home is equipped with an emergency procedure plan. If the disruption affects the general public, the main office will be in charge of informing the public via the PCL website or phone communication.
- 7.19 PCL will provide an individualized workplace emergency plan for employee's with a disability with their consent and cooperation in the design of the plan. Reviews to this plan will be made if the employee changes work location and when PCL reviews the general emergency response policies.

#### FEEDBACK /COMMENTS/COMPLAINTS

- 7.20 Employees and volunteers will follow Operating Policy 5.01 Complaint Procedure when receiving complaints regarding the Accessibility for all Ontarians with Disabilities Act (AODA).
- 7.21 Employees and volunteers will consider the impact on people with disabilities when planning new initiatives or when purchasing new equipment or technology.

- 7.22 Employees and volunteers will inform the appropriate manager of any physical barriers, architectural barriers, information/communication barriers, technological barriers, or a policy or practice that poses barriers for people with disabilities. These barriers will be addressed by the appropriate manager in a timely manner.
- 7.23 Information about PCL's feedback process will be available to the public via the PCL website, in person, by telephone, in writing and by email. Contact information is listed on the PCL website.