Binder	PCL Human Resource Policies	Number	5.06
Section	Human Rights	Page	1 of 4
Subject	Integrated Accessibility Standards – Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	Effective	August 13, 2026
Issue to	All employees, applicants, volunteers, people supported, families, and members of the public	Replaces	5.06 dated April 22/15, Jan. 1/19, Mar. 8/24
Issued by	Chief Executive Officer		

1. POLICY

1.01 Parents for Community Living (PCL) is committed to providing inclusive, accessible, person-centred services in a manner that respects dignity, independence, integration and equal opportunity.

1.02 PCL will provide an environment that reflects and values diversity, equity, inclusion, accessibility and belonging for people supported, families, the public, employees, applicants and volunteers.

1.03 PCL is committed to meeting the accessibility needs of people with disabilities in a timely manner by identifying, preventing and removing barriers, and by meeting its accessibility obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario Regulation 191/11: Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code.

2. PURPOSE

2.01 The purpose of this policy is to outline PCL's commitment and procedures for complying with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards Regulation (IASR), the Ontario Human Rights Code, and PCL's organizational standards for accessible, inclusive and person-centred service delivery.

3. SCOPE

3.01 This policy applies to all employees, applicants, volunteers, people supported, families, visitors, contractors and members of the public who access PCL's services, programs, homes, office locations, communications, employment processes or digital information.

4. RESPONSIBILITY

4.01 All employees and volunteers are responsible for providing services and supports in a way that respects dignity, independence, integration, equal opportunity, accessibility, privacy and person-centred choice. Directors and managers are responsible for supporting implementation of this policy, addressing barriers, maintaining training records and ensuring accommodation requests are managed promptly and confidentially.

5. DEFINITIONS

Dignity - Service is provided in a way that allows a person with a disability to maintain their self-respect and the respect of others.

Independence - Service is provided in a way that allows a person with a disability 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, unless an alternate measure is necessary to enable the person 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 involvement and benefits that are available to others.

Assistive Devices - 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 Accessibility Standards Regulation (IASR) - Ontario Regulation 191/11 under the AODA, which includes general requirements and accessibility standards for customer service, information and communications, employment, transportation and the design of public spaces, where applicable.

6. REFERENCES AND RELATED STATEMENTS OF POLICY AND PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
Ontario Regulation 191/11: Integrated Accessibility Standards Regulation (IASR)
Ontario Human Rights Code
HR Policy 5.05 Human Rights
HR Policy 6.09 Workplace Violence and Harassment
OP Policy 5.01 Complaint/Feedback Procedure
HR Policy 6.08 Return to Work Program

7. PROCEDURE

RECRUITMENT AND EMPLOYMENT

7.01 All external applicants will be informed when an interview is arranged that accommodation is available upon request. Internal job postings will indicate the availability of accommodation for applicants with disabilities.

7.02 All new hires will review this policy during orientation and will be trained on the AODA and customer service standards as part of orientation.

7.03 During orientation, all new hires 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 of developing the documented plan will include the following:

a) The way 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 way PCL may request relevant medical or other expert information, at PCL's expense where required, to assist in determining whether accommodation can be achieved and how accommodation can be implemented.
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 way it will be done.
g) If an individual accommodation plan is denied, the way the reasons for the denial will be provided to the employee.
h) The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability.

TRAINING

7.04 All employees and volunteers will receive training on the AODA, the IASR, the Ontario Human Rights Code as it relates to people with disabilities, accessible customer service, and any accessibility requirements related to their role. Training will be provided as soon as practicable after hire or placement, when duties change, and when this policy or related procedures are updated. Records of training will be maintained.

7.05 Training will include the purpose of the AODA and IASR; how to interact and communicate with people with various disabilities; how to interact with people who use assistive devices, service animals or support persons; how to use accessibility equipment or devices available at PCL; and what to do if a person is experiencing difficulty accessing PCL's services, information or facilities.

7.06 Employees will also be trained in accessibility requirements specific to their roles and responsibilities, such as lift and transfer training, where applicable.

7.07 Volunteers will receive accessibility training appropriate to their role during orientation and whenever related policies, practices or procedures are updated.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

7.08 PCL will provide or arrange accessible formats and communication supports upon request, in consultation with the person making the request, in a timely manner and at no additional cost beyond the regular cost charged to others.

7.09 PCL will provide accessible formats and communication supports for employees with disabilities for information needed to perform their job and for information generally available to employees. Formats and supports may include plain language, large print, electronic formats, verbal communication, captioning, assistive technology or other supports identified through consultation.

7.10 PCL will maintain an accessible website and make its accessibility policy and multi-year accessibility plan available to the public in an accessible format upon request. Public-facing web content will be reviewed for ongoing compliance with applicable WCAG 2.0 Level AA requirements, where required under the IASR.

CUSTOMER SERVICE STANDARD

7.11 PCL will ensure accessibility features at the main office and other applicable locations are maintained, visible and available for use. Employees responsible for these areas will know how to operate accessibility features and will report service disruptions or barriers promptly.

7.12 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, personal assistance, sign language and oral interpretation.

7.13 All employees and volunteers will communicate with a person with a disability in a manner that is respectful and takes the person's disability into account. They will change the method of communication to meet individual needs and provide services flexibly, including in person, by phone and online. They will also ensure that requested documents are provided in a format that takes the person's disability into account or that supports are provided so the person with the disability can understand and use the documents.

7.14 People with disabilities may be accompanied by a service animal in PCL's main office, homes and other areas open to them, unless another law excludes the animal. A service animal may be identified by visual indicators, such as a vest or harness, or by documentation from a regulated health professional confirming that the animal is required for reasons related to the person's disability. Where a service animal is excluded by law or where competing rights arise, PCL will work with the person to identify another way to provide access while respecting the rights and safety of all individuals involved.

7.15 People with disabilities may be accompanied by a support person while accessing PCL's services, programs or facilities. If PCL determines that a support person is required for health or safety reasons, PCL will consult with the person, consider available evidence and determine whether there is another reasonable way to protect the health or safety of the person or others.

7.16 PCL recognizes that individuals with disabilities may 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 the person's disability into account, such as plain language, large print or verbal communication.

DISRUPTIONS TO SERVICE

7.17 In the event of a planned or unexpected disruption to accessible services, facilities or equipment, PCL will provide notice as soon as practicable. The notice will include the reason for the disruption, the expected duration, and a description of alternative facilities or services, if available. Notices may be posted at the location, on PCL's website, by telephone or through other communication methods appropriate to the circumstances.

7.18 PCL will provide individualized workplace emergency response information for employees with disabilities where PCL is aware of the need for accommodation and the information is necessary because of the employee's disability. This information will be developed with the employee's consent and cooperation and reviewed when the employee changes work location, when accommodation needs change, and when PCL reviews its general emergency response procedures.

FEEDBACK / COMMENTS / COMPLAINTS

7.19 Employees, volunteers, people supported, families and members of the public may provide feedback, comments or complaints about accessibility at PCL. Feedback may be provided in person, by telephone, in writing, by email, through the PCL website or through another accessible format or communication support upon request.

7.20 Employees and volunteers will consider the impact on people with disabilities when planning new initiatives or when purchasing new equipment or technology.

7.21 Employees and volunteers will inform the appropriate director of any physical, architectural, information, communication, technological, policy or practice barriers that may affect people with disabilities. These barriers will be addressed by the appropriate director in a timely manner.

7.22 Information about PCL's accessibility feedback process will be available to the public and provided in an accessible format upon request. Feedback related to accessibility will be reviewed by the appropriate manager or director and escalated to the Chief Executive Officer when required.

7.23 PCL will acknowledge accessibility-related feedback or complaints within seven working days whenever contact information is provided. Responses will be provided in a manner that takes the person's accessibility needs into account.