

<b>Section:</b> Employee Management	<b>Policy Number:</b> B-4.4
<b>Sub-section:</b> Human Rights	<b>Effective Date:</b> June 1, 2017
<b>Subject:</b> <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (“AODA”), Regulation 191/11, “Integrated Accessibility Standards)	<b>Revision Date:</b>

**Page:** 1 of 5

## **Integrated Accessibility Standards Policy**

This policy has been established in compliance with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and aligns with the HRPAs’s commitment to treat all employees in a manner that respects their dignity and independence.

The intent of these standards is break down barriers and increase accessibility for persons with disabilities, in the areas of Information and Communications, and Employment.

HRPA is governed by this policy as well as the Accessibility for Customer Service Policy and AODA in meeting the accessibility needs of persons with disabilities.

### **Commitment**

HRPA is committed to treating all people in a manner that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility requirements under AODA.

### **Multi-Year Accessibility Plan**

HRPA has developed and will maintain and document a Multi-Year Accessibility Plan outlining its strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed and updated every three years, and is posted on HRPAs’s internal and external websites. Upon request, HRPAs will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

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<b>Page:</b> 2 of 5	

### **Training Employees and Volunteers**

HRPA will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and will continue to provide training on the Human Rights Code as it pertains to persons with disabilities to:

- All its employees and volunteers;
- All persons who participate in developing HRPA’s policies; and
- All other persons who provide goods, services or facilities on behalf of the HRPA.

The training will be appropriate to the duties of the employees, volunteers and other persons. Training will also be provided when any changes are made to the HRPA’s accessibility policies. HRPA keeps a record of the training it provides.

### **Information and Communications**

#### **Feedback**

HRPA ensures that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request.

#### **Accessible Formats and Communication Supports**

Upon request, HRPA will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner, taking into account the person’s accessibility needs due to disability.

HRPA will consult with the person making the request in determining the suitability of an accessible format or communication support.

HRPA has also notified the public about the availability of accessible formats and communication supports.

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<b>Page:</b> 3 of 5	

### **Accessible Websites and Web Content**

HRPA will ensure that our Internet websites, including web content, will continue to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A.

### **Employment Standards**

#### **Recruitment**

HRPA has notified its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

#### **Recruitment, Assessment or Selection Process**

HRPA notifies 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, HRPA will 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, HRPA will notify the successful applicant of its policies for accommodating employees with disabilities.

#### **Informing Employees of Support**

HRPA will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including 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 is practicable after commencing employment.

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**Page:** 4 of 5

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, HRP A will 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, HRP A will consult with the employee making the request.

### **Workplace Emergency Response Information**

HRPA provides individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if HRP A is aware of the need for accommodation due to the employee’s disability. HRP A will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, HRP A will, with the consent of the employee, provide the workplace emergency response information to the person designated by HRP A to provide assistance to the employee.

HRPA will review the individualized workplace emergency response information when the employee moves to a different location in the organization and/or when the employee’s overall accommodation needs or plans are reviewed.

### **Documented Individual Accommodation Policy**

HRPA maintains a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

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<b>Page:</b> 5 of 5	

### **Return to Work Process**

HRPA maintains a documented return to work process for its employees who have been absent from work due to disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps HRPA will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute.

### **Performance Management, Career Development, Advancement and Redeployment**

HRPA takes into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

### **Questions about this policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of Information and Communications, and Employment. If anyone has a question about this policy or would like to obtain this document in an alternate format, please contact HRPA’s senior HR Representative (currently Bob McIndoe – [bmcindoe@hrpa.ca](mailto:bmcindoe@hrpa.ca) or 416-923-2324 ext. 362).