



## HUMAN RESOURCES POLICIES AND PROCEDURES

AODA Integrated Accessibility Standards		POLICY - H-2-130	
APPROVED BY:		APPROVAL DATE:	September 11, 2014
<b>CROSS REFERENCE:</b> <ul style="list-style-type: none"> <li>• <i>Human Rights Code</i></li> <li>• <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i></li> <li>• Integrated Accessibility Standards Regulation 191/11</li> </ul>		REVISION DATE:	August 19, 2014
		REVIEW DATE:	

### 1.0 STATEMENT OF COMMITMENT:

- 1.1 The Society is committed to treating all people in a manner that allows them to maintain their dignity and independence. The Society is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disability Act.
- 1.2 The Society supports the principles of the AODA and the Integrated Accessibility Standards Regulation.

### 2.0 PURPOSE:

- 2.1 The purpose of this policy is to ensure that The Children's Aid Society of the District of Nipissing and Parry Sound (Society) complies with the Government of Ontario's Integrated Accessibility Standards (Regulation 191/11), which came into force on July 1, 2011.
- 2.2 The regulation establishes standards to address barriers that persons with disabilities face in the areas of information and communications, employment, and transportation. The requirements under these standards are not a replacement or substitution for the requirements of the Ontario Human Rights Code.

### 3.0 DOCUMENTS AND/OR REFERENCES

- 3.1 Integrated Accessibility Standards – Multi Year Plan
- 3.2 Recruitment Policy – In development
- 3.3 Performance Management Policy – In development



#### **4.0 EXCEPTIONS (if any)**

No Exceptions to this policy.

#### **5.0 SCOPE AND RESPONSIBILITY**

This policy applies to the Society employees, students and volunteers, including Foster Parents and Board Members.

##### **5.1 Accessibility Policies:**

**5.1.1** The Society will make these documents publicly available and provide them in an accessible format upon request.

##### **5.2 Accessibility Plans:**

**5.2.1** The Society will develop, maintain and document an Accessibility Plan outlining the Society's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

**5.2.2** The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Society's website. Upon request the Society will provide a copy of the Accessibility Plan in an accessible format.

**5.2.3** The Society will file a status report on the progress of measures taken to implement its strategy as required and post the report on its website and provide it in accessible format upon request.

##### **5.3 Training:**

**5.3.1** The Society will provide training to employees on the requirement of accessibility standards and on the *Ontario Human Rights Code* as it pertains to persons with disabilities.

**5.3.2** Training will be appropriate to the duties of the employees, volunteers and other persons.



**5.3.3** Employees will be trained when changes are made to the accessibility policy and the Society will maintain training records.

**5.4 Information and Communications Standards:**

**5.4.1** Feedback: The Society will continue to ensure 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

**5.4.2** Accessible Formats and Communication Supports:

- i) Upon request, the Society will 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 accessible needs due to disability.
- ii) The Society will consult with the person making the request in determining the suitability of an accessible format or communication support.
- iii) The Society will also notify the public about the availability of accessible formats and communication supports.
- iv) Communication supports will be provided at a cost that is no more than the regular cost charged to other persons.

**5.4.3** Accessible Websites and Web Content: The Society will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable, by January 1, 2021.

**5.5 Employment Standards:**

**5.5.1** The Society is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes notifying the public and employees, when requested, that the Society will provide accessibility throughout all stages of the employment cycle.

**5.5.2** If required, the Society will create an individual accommodation plan and/or provide workplace emergency information in an accessible format for any employee with a disability.



**5.5.3** The Society's performance management, career development, redeployment, and return-to-work processes will take into account the accessibility needs of employees with disabilities.

**5.6 Confidentiality of Information:**

**5.6.1** Personal information concerning an individual's disability cannot be released without written consent of the individual and must be managed in a manner that is consistent with Freedom of Information Guidelines and Personal Information Protection Guidelines, where appropriate.

**5.6.2** Where the accommodation process requires the release of confidential information to a third party (such as an external resource group), the third party, and any person or department delegated by that third party, will be required to ensure that confidentiality is protected, that the information obtained is kept in a secure location, and used solely for the purpose that the release was required.

**5.7 Built Environment Standard:**

**5.7.1** The Society is committed to incorporating barrier-free principles in the construction of new facilities. It is also committed to incorporating barrier-free principles during the renovations of existing structures, taking into consideration the constraints of the existing structures.

**6.0 DEFINITIONS**

**6.1 **Barrier:**** anything that prevents a person with a disability from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, information or communications barrier, attitudinal barrier, technological barrier, policy or practice.

**6.2 **Standard:**** according to the AODA, sets out what a person or organization must do to achieve accessibility for persons with disabilities to whom the standard applies.

**6.3 **Large organization:**** an obligated organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislated or a designated public sector organization.



- 6.4 Communication supports:** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.
- 6.5 Accessible formats:** may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
- 6.6 Feedback:** any comments, compliments, suggestions or complaints provided to the Society by its customers.
- 6.7 Disability:** according to the Ontario Human Rights Code, as referenced by AODA, means:
  - i)** Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
  - ii)** A condition of mental impairment or a developmental disability.
  - iii)** A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
  - iv)** A mental disorder.
  - v)** An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Disabilities may differ severity, may be visible, invisible, and have effects which may come and go.

- 6.8 Internet website:** means a collection of related web pages, images, videos or other digital assets that are addressed relative to a common Uniform Resource Identifier and is accessible to the public.
- 6.9 New internet websites:** means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh.



- 6.10 Information:** includes data, facts and knowledge that exists in any format, including text, audio, digital or images.
- 6.11 Kiosk:** means an interactive electronic terminal, including a point of sale device, intended for public use.

**7.0 REVISION HISTORY**

<b>Policy Number</b>	<b>Date</b>	<b>Revised/Reviewed By</b>	<b>Description of Revision</b>

**Note:**  
Employees shall be held accountable for violations of policies, regulations and procedures.