



## **Human Resources Manual**

### **Accessibility for Ontarians with Disabilities Act (A.O.D.A)**

#### **Policy Number 26.00**

**Approved by the Executive Director February 2013.**

**Revised in July 2019**

### **POLICY STATEMENT**

The **Children's Aid Society of the District of Nipissing and Parry Sound (the Society)** is committed to and bound by applicable provincial legislation including, but not limited to, the Accessibility for Ontarians with Disabilities Act, 2005 A.O.D.A.

In compliance with the A.O.D.A, the purpose of this policy is to outline responsibilities of staff personnel (employees, volunteers and other third parties) on behalf of the Society in providing services and opportunities to people with disabilities.

The Society is committed to meeting the accessibility needs of persons with disabilities in a timely manner in accordance with the A.O.D.A.

### **Definitions**

**Disability:** For the purpose of this policy, the term “**disability**” includes:



- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defects 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 relation on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder, or
- An injury of disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Barrier:** A barrier is a circumstance or obstacle that keeps people apart. For people with disabilities, barriers can take many forms including attitudinal, communication, physical, policy, programmatic, social and transportation.

**Service Animal:** An animal is a service animal for a person with a disability: (a) if it is readily apparent that the animal is used by the person for reasons relating to their disability; or (b) if the person provides a letter from a physician or nurse



confirming that the person requires the animal for reasons relating to the disability.

**Support Person:** is a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services. The support person could be a paid personal support worker, a volunteer, a friend or a family member. Support persons do not necessarily need to have special training or qualifications.

**Accessible Formats:** Formats that are an alternative to standard print and are accessible to people with disabilities. Accessible formats may include large print, Braille, and audio electronic formats such as DVDs and CDs.

## Application

This policy applies to the following, unless otherwise stated:

- All employees, including full-time, part-time, contract, seasonal, bargaining unit and excluded;
- 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; and
- All volunteers, including Board members

The Society provides services to persons who may have characteristics or needs resulting from a disability that may pose a barrier to the person's ability to access or participate in



services as generally delivered by the Society. These needs or barriers may raise issues of accommodation and/or accessibility. The Society has an obligation and is committed to resolving, where possible, any barriers that limit, impede or frustrate any person's ability to access or participate effectively in the Society's services and processes.

The Society will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- That services are provided in a manner that respects the dignity and independence of persons with disabilities;
- The provision of services to persons with disabilities is provided in a manner that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as others, unless an alternate measure is necessary, to enable a person with a disability to access services.;
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the services.

## **Roles and Responsibilities**

**Employees** are responsible for:

- Completing required training;
- Complying with the processes as outlined in Society policy and training;



- Seeking guidance from the Human Resources Department if questions arise; and
- Forwarding any AODA complaints to the Supervisor and Human Resources Department.

The **Employer** is responsible for:

- Providing training to staff in regard to AODA and obtaining training acknowledgement forms;
- Identifying and eliminating barriers that could prevent accessibility to service, information, communication and employment;
- Responding to any complaints;
- Providing notice of disruption of service to customers/clients.