

# HOME AND COMMUNITY CARE SUPPORT SERVICES

North East

## ADMINISTRATION

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<b>Title:</b>	<b>Accessibility for Ontarians with Disabilities Act (AODA) - Integrated Accessibility Standards</b>	<b>Effective:</b>	06/23/2021

*Printed copies are for reference only. Please refer to the electronic copy for the latest version.*

### PURPOSE/SCOPE:

This Policy, and the related procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards that are applicable to the Home and Community Care Support Services North East (HCCSS NE). For the purposes of these standards, HCCSS NE is considered a not-for-profit organization with 50+ employees. The applicable Integrated Accessibility Standards include:

#### General Requirements

- Accessibility Policies
- Accessibility Plans
- Training

#### Information and Communications Standard

- Feedback
- Accessible Formats and Communication Supports
- Accessible Websites and Web Content

#### Employment Standard

- Recruitment, Assessment or Selection Processes
- Notice to Successful Applicants
- Informing Employees of Supports
- Accessible Formats and Communication Supports for Employees
- Workplace Emergency Response Information
- Documented Individual Accommodation Plans
- Return to Work Processes
- Performance Management
- Career Development and Advancement
- Redeployment

The AODA Accessibility Standards for Customer Service are separate from this policy.

### STANDARDS AND POLICY:

Standard		Policy
General Requirements	Accessibility Policies	Policies on how the obligations under the Integrated Accessibility Standards Regulation (IASR) are met are established. The policies are documented, available to employees and the public and in an accessible format upon request.

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Standard		Policy
	Accessibility Plans	A multi-year accessibility plan is documented. The plan is available on the HCCSS NE website, available to employees and the public and in an accessible format upon request. The plan is reviewed and updated as needed but at least once every five years.
	Training	<p>Training regarding the requirements of IASR and Ontario Human Rights Code as it relates to people with disabilities is provided to employees and volunteers, including the members of the Board of Directors. Records of training are maintained.</p> <p>Managers and employees involved in meeting the requirements contained in the IASR Employment Standards are trained to meet those requirements.</p> <p>Others who provide services on behalf of the HCCSS NE are required to be trained and informed as per the service contracts in place.</p>
Information and Communications Standard	Feedback	<p>Upon request, accessible formats and/or communication supports are available to receive and respond to feedback from patients and employees about the manner in which the HCCSS NE provides accessible goods or services to people with disabilities.</p> <p>The information about the feedback process is available to employees and the public. Any individual can submit feedback either by phone or email as outlined on the HCCSS NEs website.</p>
	Accessible Formats and Communication Supports	Upon request, the HCCSS NE is able to provide and to receive information in an accessible manner. This applies to information and communications that is developed by the organization directly or indirectly through contractual relationships. Consultation with the person making the request is made to determine their accessibility needs.
	Accessible Websites and Web Content	The HCCSS NE website is accessible to people with disabilities and conforms to Web Content Accessibility Guidelines (WCAG) 2.0 Level A under the international standards for website accessibility.

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Standard		Policy
Employment Standard	Recruitment, Assessment or Selection Processes	<p>As part of the recruitment process, the HCCSS NE shall notify employees and the public about the availability of accommodations for applicants with disabilities. A message shall be posted in the job posting section of the HCCSS NE's website and intranet.</p> <p>When an applicant is selected to participate in assessment or selection processes, such as an interview or skills testing, the HCCSS NE shall advise the applicant that accommodations are available upon request. If a selected applicant requests accommodation, the HCCSS NE shall consult with the applicant to determine a suitable accommodation that takes into account their individual needs.</p>
	Notice to Successful Applicants	When making written offers of employment, HCCSS NE shall notify successful applicants that the HCCSS NE has policies for accommodating employees with disabilities.
	Informing Employees of Supports	The HCCSS NE will ensure that new and existing employees are informed of policies to support its employees with disabilities and of any changes to these policies. All employees will be required to read the policies when established or modified and during employment orientation.
	Accessible Formats and Communication Supports for Employees	<p>Upon request, the HCCSS NE will consult with employees who have disabilities in order to provide them with accessible formats and communications supports they require to perform their job and to provide information that is generally available to employees in the workplace.</p> <p>If an employee has an Individual Work Accommodation Plan (IWAP), the accessible format and/or communication supports provided will be included in that plan.</p>
	Workplace Emergency Response Information	<p>The HCCSS NE will prepare for the specific needs that employees with disabilities may have in emergency situations.</p> <p>To ensure employees are aware of the availability of individualized workplace emergency response accommodations employees shall be encouraged to self-identify during orientation, be considered during return to work planning and encouraged annually by e-mail to notify</p>

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Standard		Policy
		<p>the Employer if accommodation is needed.</p> <p>Individualized emergency response plans will be developed with the employee and documented using the Individual Workplace Accommodation Plan (IWAP) form. The plan will be reviewed annually, when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans change, and when the employer reviews its general emergency response policies.</p> <p>When needed, the HCCSS NE may gather functional medical information to better understand the disability and aid in the development of an individual accommodation plan.</p> <p>If requested the individual accommodation plan will be provided in a format that takes into account the employee's accessibility needs due to disability.</p> <p>If an employee requires assistance when evacuating the workplace, with the employee's consent, the Employer will provide the employee's individualized workplace emergency response information to the designated individual(s).</p>
	Documented Individual Accommodation Plans	<p>The HCCSS NE will develop written IWAPs for employees with disabilities. As requested and as applicable, IWAPs will include information regarding accessible formats and communications supports provided, individualized workplace emergency response plans, and will identify any other accommodation that is to be provided to the employee.</p> <p>IWAPs will be developed with the employee and documented using the Individual Workplace Accommodation Plan (IWAP) form. The Disability Accommodation policy shall be followed and shall include:</p> <ul style="list-style-type: none"> <li>• How an employee requesting accommodation can participate;</li> <li>• The means by which the employee is assessed on an individual basis;</li> <li>• The process by which the HCCSS NE may gather functional medical information to determine if and how accommodation can be achieved;</li> <li>• How an employee can request the participation of a representative from the workplace in the development</li> </ul>

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Standard		Policy
		<p>of the IWAP;</p> <ul style="list-style-type: none"> <li>• Steps to protect the privacy of the employee's personal information;</li> <li>• How and when the IWAP will be reviewed and updated;</li> <li>• If an IWAP is denied, the manner in which the reasons for the denial will be provided to the employee;</li> <li>• The means of providing the IWAP in a format that takes into consideration the employee's accessibility needs due to disability.</li> </ul>
	Return to Work Processes	Return to work processes are outlined in the Employee Accommodation Policy. The Policy provides a documented process for supporting employees who return to work after being away for reasons related to their disability. The development of IWAPs are also part of the policy.
	Performance Management	The HCCSS NE takes into account accessibility needs of employees with disabilities in activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success. At the HCCSS NE this includes coaching, performance management and development reviews.
	Career Development and Advancement	When the HCCSS NE provides career development and advancement opportunities to employees, any IWAP in place will be reviewed to learn what adjustments may be needed for new responsibilities or a new position.
	Redeployment	Should the HCCSS NE need to redeploy employees to other departments or jobs, the accessibility needs of employees with disabilities will be considered so that employees can continue to have their accommodation needs met.

**DEFINITIONS:**

N/A

**RELATED DOCUMENTATION:**

- [Accessibility for Ontarians with Disabilities Act \(AODA\) Statement of Commitment](#)

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- [AODA Multi-Year Accessibility Plan- Integrated Accessibility Standards Regulation](#)

**EVALUATIONS:**

N/A

**REFERENCES:**

- The Accessibility for Ontarians with Disabilities Act
- The Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards
- Ontario Human Rights Code

<b>Document Title:</b> Accessibility for Ontarians with Disabilities Act (AODA)-Integrated Accessibility Standards <b>Document Owner:</b> Michelle Serre (Director, Human Resources) <b>Approver(s):</b> Michelle Serre (Director, Human Resources)	<b>Effective Date:</b> 06/23/2021 <b>Date Approved:</b> 06/23/2021 <b>Next Review Date:</b> 06/23/2022
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