



INTEGRATED ACCESSIBILITY STANDARDS PROCEDURE

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

See also: [Integrated Accessibility Standards Policy](#)

Procedure:

Purpose/Rationale:

In keeping with the principles set out in the AODA, South East CCAC is committed to providing respectful services and a workplace that is centred on the unique needs of each individual. As such, the South East CCAC will focus on the identification and removal of barriers to access for people with disabilities. The following details outline the highlights of the actions South East CCAC will take to meet the Integrated Accessibility Standards Regulation (IASR) 191/11.

General

Establishment of accessibility policies (Completed)

South East CCAC will ensure policies and procedures are developed on implementing and maintaining accessibility standards.

Accessibility plans (Completed)

The Human Resources department has developed an Accessibility Plan which outlines a phased strategy to address the current and future requirements of the AODA. The Human Resources department will review and update the Accessibility Plan at least once every five years. The updated accessibility plan will be posted on an annual basis on South East CCAC's website. Upon request, a copy of the accessibility plan will be provided in an accessible format.

Training (Completed)

Training on the IASR regulation 191/11 and the Human Rights Code, as it pertains to persons with disabilities, will be provided to all South East CCAC staff, volunteers and those who provide goods, services or facilities on behalf of the organization. Training shall be appropriate considering the duties of the employees, volunteers and other persons.

Evaluation/Outcomes:	
Links to Cross References:	
Human Resources	Effective Date: 09/30/2016
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Training will occur on an ongoing basis when changes are made to the policies, procedures and practices. A record will be kept of who has received training, including

- (i) the dates on which training was provided,
- (ii) a summary of the contents of the training, and
- (iii) the names of the individuals to whom it was provided.

New employees and students will receive training as part of Corporate Orientation.

Information and Communications Standard

Feedback – (Completed)

South East CCAC shall 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. Any individual can submit feedback to South East CCAC either by phone or email, details available on the CCAC's website.

Accessible formats and communication supports – (Completed)

Upon request, the South East CCAC shall provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. This will occur in a timely manner that takes into account the person's disability and will be provided at no cost. The South East CCAC will notify the public about the availability of accessible formats and communication supports.

Emergency procedure, plans or public safety information – (Completed)

Emergency procedures, plans or public safety information prepared by the South East CCAC and made available to the public shall be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Accessible websites and web content

South East CCAC will ensure that its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A

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(Completed). By January 1, 2021, all internet websites and web content will conform with WCAG 2.0 Level AA.

Employment Standards

The Employment Standard builds upon the existing requirement under the Ontario's Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. Specifically, the South East CCAC will ensure that the following aspects comply with the standard.

Recruitment, general (Completed)

South East CCAC shall notify employees and the public about the availability of accommodations for applicants with disabilities in the South East CCAC recruitment process.

Recruitment, assessment or selection process (Completed)

South East CCAC shall notify job 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 in the assessment or selection process. If a selected participant requests accommodation, the CCAC shall 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. For details, please see the Recruitment Policy and Procedure.

Notice to successful applicants (Completed)

When making offers of employment, South East CCAC shall notify the successful applicant of policies for accommodating employees with disabilities.

Informing employees of supports (Completed)

South East CCAC will inform employees of its policies used to support employees with disabilities. New employees will be informed of the policies soon after they begin their employment.

Accessible formats and communication supports for employees (Completed)

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Upon the request of an employee with a disability, South East CCAC shall consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to employees in the workplace. In determining the suitability of an accessible format or communication support, South East CCAC shall consult with the employee making the request and review any supporting medical documentation.

Workplace emergency response information (Completed)

South East CCAC will provide individualized workplace emergency plans for employees who have a disability, if the disability is such that the individualized plan is necessary, the employee must identify this to the South East CCAC as described in the Employee Emergency Evacuation Policy and Procedure.

If the employee who receives individualized emergency response information requires assistance with the employees consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

South East CCAC will review the individualized workplace emergency response information,

- (a) when the employee moves to a different location in the organization;
- (b) when the employee's overall accommodations needs or plans are reviewed; and
- (c) when the employer reviews its general emergency response policies

Documented individual accommodation plans (Completed)

The South East CCAC has a written process for the development of documented individual accommodation plans for employees with disabilities. For details, please see the [Reasonable Accommodation Procedure](#) .

Return to work process (Completed)

South East CCAC shall maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. For details, please see the [Return to Work Policy](#) and [Return to Work Procedure](#) . South East CCAC will ensure that individual accommodation and return to work plans are documented and shared with the employee.

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Performance management (Completed)

South East CCAC shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities. For details, please see the [Progressive Discipline Policy](#) .

Career development and advancement (Completed)

South East CCAC will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

Redeployment (Completed)

If redeployment occurs, the South East CCAC shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Transportation Standards

The standard is not applicable to South East CCAC as we do not provide conventional or specialized transportation services.

Design of Public Spaces Standards

The South East CCAC will follow the design requirements if there is a newly constructed or redeveloped public space. South East CCAC shall meet this obligation as of January 1, 2017.

Customer Service Standards

Please see the [Accessible Customer Service Standards Procedure](#) .

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Compliance

Accessibility reports

South East CCAC shall file an accessibility report with the director appointed under the AODA regarding its compliance with the Accessibility Standards. South East CCAC shall file the accessibility reports as a large organization which includes, every three years following the report that was due on December 31, 2014. All filed accessibility reports shall be made available to the public upon request.

Employees will:

Participate in the training provided and become familiar with, and adhere to, the policies and procedures set out, which include but are not limited to:

- Notify the appropriate manager about changes pertaining to disability and/or the need for accommodation;
- Provide required documentation (e.g. medical certificates/notes) to inform the appropriate parties of the all details needed to facilitate an appropriate accommodation; and
- Comply with his/her return to work plan

Managers will:

Participate in the provided training and become familiar with, and adhere to, the policies and procedures set out, which include but are not limited to communicating with the designated individuals' details pertaining to disability/need for accommodation.

Human Resources will:

Coordinate the communication, training and facilitation of accessibility needs as follows:

- Communicate accommodation opportunities to candidates and employees during the assessment/selection and job offer process.

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- Support South East CCAC employees and managers with the development of individual accommodation plans to meet the documented needs of the employee.
- Work with Organizational Development to provide training regarding policies and procedures and the Human Rights Code to all staff and volunteers prior to January 1st, 2015. Provide training to new staff and volunteers during their orientation.
- Communicate any changes to the policy and procedure to South East CCAC staff as required.
- Meet reporting requirements.
- Review multi-year plan every 5 years with appropriate stakeholders.

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