

Policy ADM 1.10 AODA – Integrated Accessibility Standards

PREAMBLE

In 2005, the Government of Ontario passed The Accessibility for Ontarians with Disabilities Act, with the goal of making the Province of Ontario Accessible by 2025. With this legislation, comes phased in accessibility standards that all businesses and organizations in Ontario must adopt and implement in order to ensure that people with disabilities have greater opportunity to partake in activities of daily life.

To help organizations identify, prevent and remove barriers to accessibility, the AODA sets out accessibility standards which include:

- Customer Service
- Information and Communication
- Employment
- General Requirements

POLICY

The WWCCAC is committed to ensuring that our services are accessible to all members of our community and staff, including those with disabilities. This policy seeks to formalize that commitment and ensure that our CCAC remains in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

This policy defines the requirements and process for WWCCAC's compliance with applicable AODA guidelines. It is accompanied by the WWCCAC Multi-Year Accessibility Plan which outlines the specific measures the WWCCAC will take to achieve compliance by the legislated date.

The purpose of this policy is to outline the practices and procedures in place at the WWCCAC to help identify and remove barriers that impede a person's ability to access care and services. This includes clients, customers, families, staff and members of WWCCAC communities.

STANDARDS

These standards have been established for the purpose of fulfilling the requirements of the AODA Integrated Accessibility Standards:

The WWCCAC will support clients by taking reasonable measures in the following areas:

Information and Communications Standard

Under the Information and Communications Standard, the WWCCAC is required to create, provide and receive information/communications in ways that are accessible to people with disabilities. To accommodate this, WWCCAC will:

- Ensure that its internet website and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A.
- Inform its employees of its policies (and any updates) 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 shall be provided to new WWCCAC employees during their orientation.

Upon the request of an employee with a disability, WWCCAC 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 other employees. In determining the suitability of an accessible format or communication support, WWCCAC shall consult with the employee making the request and review any supporting medical documentation.

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 WWCCAC will ensure that the following aspects comply with this standard:

- Recruitment – WWCCAC shall notify employees and the public about the availability of accommodations for applicants with disabilities in the WWCCAC recruitment process.
- Assessment or Selection Process - WWCCAC shall notify job applicants, when they are individually selected to participate further in an assessment or selection process at WWCCAC, 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 WWCCAC 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.
- Notice to Successful Applicants - When making offers of employment, WWCCAC shall notify the successful applicant of WWCCAC's policies for accommodating employees with disabilities.

Emergency Information

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

Workplace Emergency Response Information

- Individualized Information – WWCCAC will provide individualized workplace emergency response information to an employee who has a disability, if the disability is such that the individualized information is necessary, and if the WWCCAC employee makes WWCCAC aware of the need for accommodation due to the employee's disability. WWCCAC will provide this information as soon as practicable after becoming aware of the need for accommodation.
- Employees Requiring Assistance – When a WWCCAC employee requires assistance, WWCCAC will, with the consent of the employee, provide the workplace emergency response information to the person designated by WWCCAC to provide assistance to the employee.
- Reviewing the Workplace Emergency Response Information - WWCCAC shall review the individualized workplace emergency response information developed for a WWCCAC employee when the employee moves to a different location at WWCCAC, when the employee's overall accommodations needs or plans are reviewed, and when WWCCAC reviews its general emergency response policies.

Multi-Year Accessibility Plan

- The Human Resources department, in conjunction with key departmental members of the organization, representing an interim Accessibility Committee, and in consultation with persons with disabilities, has developed an Accessibility Plan which outlines a

phased strategy to address the current and future requirements of the AODA. WWCCAC shall report annually to WWCCAC's Senior Leadership Team and Board of Directors on the progress and implementation of the Plan. The Human Resources department will review and update the Accessibility Plan in consultation with persons with disabilities once a year. The updated Accessibility Plan will be posted on an annual basis on WWCCAC's website. Upon request, WWCCAC shall provide a copy of the Accessibility Plan to persons with disabilities in an accessible format.

Training

WWCCAC shall ensure that training is provided to all WWCCAC staff on the requirements of the Integrated Accessibility Standards Regulation as set out in this Policy and on the Human Rights Code, as it pertains to persons with disabilities. Training shall be appropriate to the duties of WWCCAC staff members and shall be provided to all WWCCAC staff as soon as practical in keeping with the AODA and on an ongoing basis when changes are made to the policies, procedures and practices. The training will include details about key principles and accessibility strategies and tools. WWCCAC staff will also receive updates when changes are made to this Policy. A record will be kept of CW CCAC staff who have 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 the Corporate Orientation program.

Feedback

WWCCAC 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 WWCCAC either by phone or email details available on the CCAC's website.

Documented Individual Accommodation plans

WWCCAC shall have in place a written process for the development of documented Individual Accommodation Plans (IAPs) for employees with disabilities. IAPs shall include any information regarding accessible formats and communications supports provided (if requested), individualized workplace emergency response information (if required), and shall identify any other accommodation that is to be provided to the WWCCAC employee.

The process for the development of documented IAPs shall include the following elements:

- i. i. the manner in which an employee requesting accommodation can participate in the development of the IAP; ii. the means by which the employee is assessed on an individual basis;
- ii. iii. the manner in which WWCCAC can request an evaluation by an outside medical or other expert, at WWCCAC's expense, to assist WWCCAC in determining if and how accommodation can be achieved;
- iii. iv. the manner in which the employee can request the participation of a WWCCAC representative in the development of the IAP;
- iv. v. the steps taken to protect the privacy of the employee's personal information;
- v. vi. the frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- vi. vii. if an IAP is denied, the manner in which the reasons for the denial will be

- provided to the employee; and
- vii. viii. the means of providing the IAP in a format that takes into account the employee's accessibility needs due to disability.

Return to Work Process

WWCCAC 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. The return to work process shall outline the steps WWCCAC will take to facilitate the return to work and shall include documented IAPs 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

WWCCAC shall take into account the accessibility needs of employees with disabilities, as well as IAPs, when conducting performance management and providing career development and advancement opportunities to WWCCAC employees.

Reporting

WWCCAC shall file an accessibility report with the director appointed under the AODA regarding its compliance with the Accessibility

Standards. WWCCAC shall file the accessibility reports annually or at such other times as the director may specify. All filed accessibility reports shall be made available to the public upon request.

Improving Access to WWCCAC's Goods and Services

The WWCCAC will encourage people with disabilities to use their own personal assistive devices to improve access to WWCCAC's goods and services. The following strategies will be utilized to improve access to CCAC services:

- Enabling people with disabilities to access our services by offering assistive devices and measures.
- Communicating with a person with a disability in a manner that takes into account his or her disability.
- Allowing people with disabilities to bring their guide dog or service animal with them to areas of the premises that are open to the public.
- Permitting people with disabilities who use a support person to accompany them and ensuring that a person with a disability has access to his or her support person while on our premises.
- Providing notice when facilities or services that people with disabilities rely on to access our services are temporarily disrupted.
- Establishing a process for people to provide feedback on how goods or services are delivered and explaining how WWCCAC will respond to any feedback and what action will be taken.
- It is the responsibility of every staff member to be attentive to the concerns of patients, their families and visitors and to resolve concerns related to accessibility.
- There are a number of strategies that are available to patients, families/staff to provide feedback regarding accessibility.

Availability of Documents

The WWCCAC will ensure that all documentation pertaining to compliance with the Accessibility Standards for Integrated Accessibility Standards will be posted on the website,

and copies will be made available upon request and in a format taking into consideration the client's disability.