			
<b>STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Program, Board	PP No.:	<b>PRG 9.10</b>
Section:	Operational Agency	Issued:	Dec. 10, 2013
Subject:	<b>ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT INTEGRATED ACCESSIBILITY STANDARDS</b>	Replaces:	Oct. 10, 2017
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**1 POLICY** – Section 3.01 of Standard

- 1.01 Community Living Chatham-Kent shall endeavour to ensure that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Integrated Accessibility Standards.
- 1.02 Community Living Chatham-Kent shall provide an environment in all of its facilities that reflects the values of diversity, dignity, inclusion, independence and equal opportunity for all people who have a disability.
- 1.03 Community Living Chatham-Kent shall under the **Accessibility for Ontario with Disabilities Act**, comply with the design for public spaces standards under the built-environment to address barriers on any new construction and planned redevelopment. The standard covers a variety of public spaces such as exterior sidewalks, entrances to buildings, outdoor public eating areas and play spaces, accessible parking, waiting areas and service counters. Community Living Chatham-Kent shall ensure that all new or redeveloped public spaces are accessible.


**2 PURPOSE**

- 2.01 This policy including the practices and procedures have been established by Community Living Chatham-Kent to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and specifically Regulation 191/11 “Integrated Accessibility Standards”.
- 2.02 Community Living Chatham-Kent is committed to supporting people in a way that promotes their dignity and independence. We believe integration and equal opportunity to be a priority. We are committed to meeting the needs of persons who have a disability in a timely manner, and shall do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

This policy shall be implemented in accordance with the time frames established by the Regulation.

**3 SCOPE**

- 3.01 This statement of policy and procedure applies to all employees, people receiving supports, volunteers and students on placement.


			
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#### **4 RESPONSIBILITY**

- 4.01 It is the responsibility of the location manager to ensure that all employees, participants, volunteers, and students on placement understand and comply with the policy.
- 4.02 It is the responsibility of all employees, participants, volunteers, and students on placement to adhere to the policy.

#### **5 DEFINITIONS**

- 5.01 **“Accessibility”** – Extent to which a person or user can obtain a good or service. Ease of contact with a person or organization. Ease of entry.
- 5.02 **“Alternate Format”** – Extent to which a person or user may obtain information requested beyond traditional printing (such as large print, audio formats, digital formats, etc.)
- 5.03 **“Assistive Device”** – A device that assists people in accomplishing day to day functions (such as wheelchairs, mobility aids, hearing aids, special eating utensils).
- 5.04 **“Communication”** – The process of transferring information from one person to another.
- 5.05 **“Disabilities”** – Shall mean the same as the definition of disability found in the Ontario Human Rights Code:
- (a) 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, include 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,
  - (b) A condition of mental impairment or a developmental disability,
  - (c) A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - (d) A mental disorder, or
  - (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- 5.06 **“Employees”** – Shall mean every person who deals with members of the public or other third parties on behalf of Community Living Chatham-Kent, whether the person does so as an employee, agent, volunteer, students, or otherwise.

			
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5.07 **“Persons with Disabilities”** Shall mean people that are afflicted with a disability as defined under the Ontario Human Rights Code.

5.08 **“Support Persons”** – Shall mean any person, whether paid professional, volunteer, family member or friend, who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

## 6 REFERENCES AND RELATED STATEMENTS OF POLICY AND PROCEDURE

6.01 Vision, Mission, and Belief Statements

## 7 PROCEDURES

7.01 **Accessibility Plan** – Section 4.1 of Standards

Community Living Chatham-Kent shall develop, maintain and document an Accessibility Plan outlining the company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The Accessibility Plan shall be reviewed and updated annually, and shall be posted on the company’s website. Upon request, Community Living Chatham-Kent shall provide a copy of the Accessibility Plan in an accessible format.

An assessment of physical accessibility needs shall be conducted annually at each location during the annual audit, and the plan updated as required.


7.02 **Self-Serve Kiosks**

Community Living Chatham-Kent shall have consideration for accessibility when designing, procuring or acquiring self-serve kiosks to better serve persons with disabilities.

7.03 **Training Employees, Volunteers and Students** – Section 7.1 of Standards

All employees, volunteers, and all others who deal with the public or other third parties on behalf of the organization shall receive training which shall include:

- The purpose of the Accessibility of Ontarians Disability Act, 2005 and the requirements of the Integrated Accessibility Standard.
- A review of this policy including an annual review.

			
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- How to interact and communicate with people who have various types of disabilities, including the use of assistive devices, or people who require the assistance of a service animal or support person.
- Responses for a person who has a disability if they are having difficulty accessing agency goods and services.
- How to communicate with people who have various disabilities.
- The training of employees shall be conducted through the use of E-Learning within the new employee's probationary period and every three years thereafter. The training shall be followed by a test to determine the employees' understanding of the policy. Additional training shall be provided when changes are made to policies, procedures and practices.
- Volunteers, Students and third parties shall be advised on the Integrated Accessibility Standards through written documentation.
- Community Living Chatham-Kent shall keep a record of the training it provides.

#### 7.04 Information and Communications Standards


When communicating with a person who has a disability, employees of Community Living Chatham-Kent shall communicate in a manner that takes into account the person's disability and is respectful of the person.

##### a) Accessible Formats and Communication Supports – Section 12.1-12.3 of Standards

Upon request, Community Living Chatham-Kent shall provide, or shall arrange for the provision of accessible formats and communication supports for people who have a disability in a timely manner that takes into account the person's accessibility needs due to disability.

Community Living Chatham-Kent shall consult with the person making the request in determining the suitability of an accessible format or communication support and forward to the Information Systems Manager.

Community Living Chatham-Kent shall also notify the public about the availability of accessible formats and communication supports through the website and other printed materials.

			
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**b) Accessible Websites and Web Content** – Section 14.2 of Standards

Community Living Chatham-Kent shall 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.

**c) Feedback** – Section 11.1 of Standards

Upon request Community Living Chatham-Kent shall continue to provide to people with a disability a range of options in accessible formats and communications supports.

**7.05 Employment Standards**

**a) Recruitment** – Section 22 of Standards

Community Living Chatham-Kent shall notify its employees and the public about the availability of accommodation for applicants who have a disability in its recruitment process.

**b) Recruitment, Assessment or Selection Process** – Sections 23.1, 23.2 of Standards

Community Living Chatham-Kent shall notify job applicants that accommodations are available upon request when they are selected to participate in the interview process.


If a selected applicant requests an accommodation, Community Living Chatham-Kent 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.

**c) Notice to Successful Applicants** - Section 24 of Standards

When making offers of employment, Community Living Chatham-Kent shall notify the successful applicant of its policies for accommodating employees with disabilities.

**d) Informing Employees of Supports** – Section 25.1-25.3 of Standards

Community Living Chatham-Kent shall continue to inform its employees of its policies used to support employees who have disabilities. These policies shall endeavour to provide job accommodations that take into account the needs of the people the agency supports, the position responsibilities, and the employee's needs, confirmed by a medical

			
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professional. This information shall be provided to new employees as soon as practicable after commencing employment.

**e) Accessible Formats and Communication Supports for Employees**

– Section 26.1, 26.2 of Standards

Upon the request of an employee who has a disability, Community Living Chatham-Kent shall consult with the employee to provide, or arrange for the provision of accessible formats and communication supports where practicable for information that is needed to perform his / her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, Community Living Chatham-Kent shall consult with the employee making the request.

**f) Workplace Emergency Response Information** – Section 27.1 – 27.4 of Standards

Community Living Chatham-Kent shall provide individualized workplace emergency response information to employees who have disabilities. Community Living Chatham-Kent shall provide this information as soon as possible after becoming aware of the need for accommodation.


Where the employee requires assistance, Community Living Chatham-Kent shall, with the consent of the employee, provide the workplace emergency response information to all applicable employees at the location.

Community Living Chatham-Kent shall review the individualized workplace emergency response information when the employee moves to a different location in the organization.

The evacuation process and route shall be announced to all attendees before meetings in the administration offices.

**g) Documented Individual Accommodation Plans** – Section 28.1, 28.2 of Standards

Community Living Chatham-Kent shall maintain a written process for the development of documented individual accommodation plans for employees who have disabilities. If requested, information regarding accessible formats and communications supports provided shall also be included in individual accommodation plans.

			
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In addition, the plans shall include individualized workplace emergency response information (where required), and shall identify any other accommodation that is to be provided.

**h) Return to Work Process** – Sections 29.1 – 29.3 of Standards

Community Living Chatham-Kent maintains a documented return to work process for its employees who have been absent from work due to a disability or disabling illness and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps Community Living Chatham-Kent shall take to facilitate the return to work and shall include documented individual accommodation plans as part of the process.

This return to work process shall not replace or override any other return to work process created by or under any other statute (ie. the *Workplace Safety Insurance Act, 1997*).

**i) Performance Management, Career Development and Advancement & Redeployment** - Sections 30.1, 31.1 and 32.1 of Standards


The accessibility needs of employees, who have a disability, as well as individual accommodation plans, shall not impact on decisions when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

**Questions about this policy**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

If anyone has a question about the policy, or if the purpose of a policy is not understood, contact:

Lesja Jansen  
 Human Resources Manager  
[ljansen@clc-k.ca](mailto:ljansen@clc-k.ca)  
 519-352-1174 Ext. 238

			
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## 8 REFERENCES

Ontario Regulation 191/11 Integrated Accessibility Standards  
<https://www.ontario.ca/laws/regulation/110191>  
 Ontario Human Rights Code  
 Community Living Chatham-Kent Early and Safe Return to Work Policy

## 9 ATTACHMENTS

Integrated Accessibility Standards 5 year plan