



Integrated Accessibility Standards Policy

Compliance with the Accessibility for Ontarians with Disabilities Act, 2005

Department	Document Number	Organizational Scope	ICES Site	IPC Scope
Human Resources	600HR-ER-017	ICES Site-Specific	ICES Central	N/A
Original Date (month yyyy)	Last Review Date (month yyyy)	Frequency of review (month yyyy)	Next Review Due Date (month yyyy)	Supersedes (if applicable)
July 2014	November 2023	Triennial	November 2026	
Authority (Title)		Policy Owner (Title)		
CEO		Director, Human Resources		
Required Reviewers (Titles)				
Sub-Executive Team				

Please refer to the [glossary](#) for terms and definitions.

1.0 PURPOSE

1.1 This **Policy** is to govern how ICES services are provided with respect to the Integrated Accessibility Standards Ontario Regulation 191/11, *Accessibility for Ontarians with Disabilities Act* (AODA), and the *Ontario Human Rights Code* as it pertains to persons with disabilities.

2.0 SCOPE

2.1 This **Policy** applies to all ICES employees, faculty, and students.

2.2 The *ICES Accessibility Policy* and *Multi-Year Accessibility Plan* will be reviewed and updated at least once every five years. Both documents will be posted on the organization’s website and will be provided in an accessible format, upon request.

3.0 ROLES AND RESPONSIBILITIES

4.0 DETAILS

4.1 ICES is committed to treating all individuals in a way that allows them to maintain their dignity and independence. The organization believes in integration, equal opportunity, access and participation for people with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by ensuring compliance with Ontario’s accessibility laws and by identifying, preventing and removing barriers to accessibility.

4.2 General

4.2.1 Procuring or Acquiring Goods, Services or Facilities

- a. ICES will ensure that accessibility criteria and features are incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.



Integrated Accessibility Standards Policy

Compliance with the Accessibility for Ontarians with Disabilities Act, 2005

Where it is impracticable to incorporate accessibility criteria and features, ICES will provide an explanation upon request.

4.2.2 Training

- a. ICES is committed to training all employees, faculty and students on Ontario's accessibility laws, including the AODA and aspects of the *Ontario Human Rights Code* that relate to persons with disabilities. ICES will ensure that training is provided on information and responsibilities as they relate to specific roles and duties of employees, faculty and students. ICES maintains a training record for all staff.
- b. New employees will be trained within the first week of employment. All employees will be trained when changes are made to the *ICES Accessibility Policy*.
- c. ICES will also ensure that the following individuals confirm they have received AODA training:
 - i. all persons who participate in developing ICES's policies; and
 - ii. all persons who provide goods, services, or facilities on behalf of ICES.
- d. ICES provides online training modules to facilitate orientation for all staff on AODA legislation and compliance requirements. All staff are required to view the following training modules:
 - i. AODA Legislation
 - ii. Complying with the Customer Service Standard
 - iii. Physical Disability
 - iv. Hearing Disability
 - v. Visual Disability
 - vi. Speech or Language Disability
 - vii. Learning Disability
 - viii. Mental Health Disability
 - ix. Intellectual / Developmental Disability
 - x. Integrated Accessibility Standard Regulation (IASR)
 - xi. *Ontario Human Rights Code* (OHRC)
 - xii. Duty to Accommodate
 - xiii. Individual Accommodation
 - xiv. Return to Work
 - xv. Employment Standards
 - xvi. Workplace Emergency Response Plans
 - xvii. Working with Colleagues with Disabilities
 - xviii. Information and Communication Standard
- e. Individuals with management responsibilities are required to view an additional AODA and accessibility training module for managers.
- f. ICES-specific AODA policies and procedures are embedded in the training modules.

4.3 Information and Communications Standards

4.3.1 Feedback



Integrated Accessibility Standards Policy

Compliance with the Accessibility for Ontarians with Disabilities Act, 2005

- a. ICES will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities. ICES will notify the public about the availability of accessible formats and communications supports related to its feedback process.

4.3.2 Accessible Formats and Communication Supports

- a. Upon request, ICES will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities. This will occur in a timely manner and will take into account the person's accessibility needs and request.
- b. ICES will consult with the person making the request when determining the suitability of an accessible format or communication support that meets their needs.
- c. ICES will notify the public about the availability of accessible formats and communication supports.

4.3.3 Emergency Procedures, Plans and Public Safety Information

- a. For any emergency procedures, plans or public safety information that ICES prepares and makes available to the public, ICES commits to providing this content in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

4.3.4 Accessible Websites and Web Content

- a. ICES will ensure that its Internet websites, including web content, conform to the Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable. Where it is impracticable, ICES will provide an explanation upon request.

4.4 Employment Standards

4.4.1 General Recruitment, Assessment and Selection Process

- a. ICES will notify candidates under consideration for employment about the availability of accommodation for applicants with disabilities during the recruitment process.
- b. ICES will include the following statement on all job postings and recruitment information:

“ICES is committed to providing accessible employment practices, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Applicants are asked to make accommodation requests to ICES, and we will make every effort to ensure that accommodation requests are met throughout the recruitment process.”
- d. ICES will notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request. ICES will make every effort to provide accommodations throughout the recruitment, assessment, and selection processes.
- e. If a selected applicant requests an accommodation, ICES will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation that considers the applicant's accommodation request and accessibility needs.

4.4.2 Notice to Successful Applicants

- a. When making offers of employment, ICES will notify the successful applicant of its policies for addressing accommodation requests from employees with disabilities.



Integrated Accessibility Standards Policy

Compliance with the Accessibility for Ontarians with Disabilities Act, 2005

- b. “ICES is committed to providing accessible employment practices, in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If you have accommodation requests related to your employment at ICES, please contact the undersigned. As part of your orientation to your role, you will receive training on the AODA and related ICES policies.”

4.4.3 Accessible Formats and Communication Supports for Employees

- a. ICES will inform its employees of ICES policies (and any updates or revisions to those policies) used to support employees with disabilities, including policies for providing job accommodations that consider an employee’s accessibility needs. This information will be provided to new employees as soon as practicable after commencing employment.

4.4.4 Workplace Emergency Response Information

- a. ICES will provide individualized workplace emergency response information to employees who request accommodation support from ICES during a workplace emergency. ICES will provide this information as soon as practicable after becoming aware of an accommodation request.
- b. Where the employee requires assistance, and following receipt of consent of the employee, ICES will provide the workplace emergency response information and accommodation support needs to the person designated by ICES to provide assistance to the employee in the event of a workplace emergency.
- c. ICES will review the individualized workplace emergency response information if the employee moves to a different location or position within the organization, and when the employee’s overall accommodations need or plans or ICES general emergency response policies are reviewed or revised.

4.4.5 Documented Individual Accommodation Plans

- a. ICES will maintain a written process for the development of documented individualized accommodation plans for employees with disabilities.
- b. Information regarding accessible formats and communications supports provided by the organization will be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

4.4.6 Return to Work Process

- a. ICES maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.
- b. The return-to-work process outlines the steps ICES will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.
- c. The return-to-work process will not replace or override any other return to work process created by other legislation (for example, the *Workplace Safety Insurance Act, 1997*).

4.4.7 Performance Management, Career Development and Advancement & Redeployment

- a. ICES will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management



Integrated Accessibility Standards Policy

Compliance with the Accessibility for Ontarians with Disabilities Act, 2005

processes, providing career development and advancement opportunities to employees, or when redeploying employees.

4.5 Customer Service Standards

4.5.1 Customer Service Standards are addressed in the separate ICES Customer Service Policy.

5.0 RELATED DOCUMENTATION

5.1 Policies

5.1.1 ICES Accessibility Policy

5.2 Standards

5.2.1 Accessibility for Ontarians with Disabilities Act at <https://www.ontario.ca/laws/statute/05a11>

5.2.2 Workplace Safety Insurance Act at <https://www.ontario.ca/laws/statute/97w16>

5.2.3 Ontario Human Rights Code at <https://www.ontario.ca/laws/statute/90h19>

5.3 Procedures

5.4 Guidelines

5.5 Tools

5.5.1 ICES Accessibility Glossary

6.0 TRAINING AND COMMUNICATION

6.1 **Policies, Standards, and Procedures** are available on the **ICES Intranet**.

6.2 This **Policy** and any administrative **Procedures** are communicated to all **ICES Agents** across the **ICES Network** during onboarding and on a yearly basis. **Policy** awareness is also supported and promoted by the **Policy Owner**.

6.3 Once new **Policies** and **Standards** are published to the **ICES Intranet**, they are communicated to **ICES Employees** in ICES OnTap, the weekly email with the organization's internal updates.

7.0 COMPLIANCE AND ENFORCEMENT

7.1 **ICES Agents** must comply with all applicable ICES **Policies, Standards, and Procedures**.

7.2 ICES is committed to ensuring its compliance with all AODA requirements applicable to ICES.

7.3 We will train our employees and volunteers on accessibility as it relates to their specific roles and ensure that organizations that ICES works with have confirmed that they are AODA compliant.

7.4 We will modify or remove any existing ICES policies that do not respect and promote the dignity and independence of people with disabilities.

7.5 For questions about this policy or accessibility at ICES, contact:

Human Resources Department

V1 06, 2075 Bayview Avenue, Toronto, Ontario M4N 3M5

Phone 416-480-4055 Fax 416-480-6048

Email human.resources@ices.on.ca



Integrated Accessibility Standards Policy

Compliance with the Accessibility for Ontarians with Disabilities Act, 2005

8.0 EXCEPTIONS

- 8.1 Any exceptions requested pursuant to this **Policy** must be in accordance with ICES' *Ongoing Review of Privacy and Security Policies, Procedures, Practices, and Exceptions Policy* and ICES' *Change Management Policy*.