



INTEGRATED ACCESSIBILITY STANDARDS

COMPLIANCE WITH THE ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005

Policy Section Name	Policy Category	Policy Number	Supersedes:
Human Resources	Employee Relations	600HR-ER-017	N/A
Organizational Scope	IPC (Yes/No)	Effective Date	Next Review Date
ICES-Network (site-specific procedures)	No	July 2014	July 2016
Authority (Title)		Owner (Name and Title)	
Senior Director, Corporate Services		Manager, Human Resources	
Required Reviewers			
Ops committee			

PURPOSE

This policy is to govern the provision of services with respect to the Integrated Accessibility Standards Regulation 191/11, AODA and the Human Rights Code as it pertains to persons with disabilities.

POLICY SCOPE

This policy applies to all - ICES employees, faculty, volunteers and students.

POLICY STATEMENT

ICES is committed to treating all individuals in a way that allows them to maintain their dignity and independence. The organization believes in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility in compliance with the Accessibility for Ontarians with Disabilities Act.

3.a This policy will be implemented in accordance with the time frames established by the Regulation.

ICES will develop, maintain and document an Accessibility Plan outlining the organization's strategy to prevent and remove barriers from its workplace for persons with disabilities.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the organization's website. Upon request, ICES will provide a copy of the Accessibility Plan in an accessible format.

3b. POLICY DETAIL

GENERAL

i. Procuring or Acquiring Goods, Services or Facilities



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ICES will ensure that accessibility criteria and features are incorporated when it procures or acquires goods, services or facilities, except where it is not practicable to do so. Where it is impracticable to incorporate accessibility criteria and features, ICES will provide an explanation upon request.

INFORMATION AND COMMUNICATIONS STANDARD

ii. **Feedback**

ICES will continue to 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 communications supports, upon request.

iii. **Accessible Formats and Communication Supports**

Upon request, ICES will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to a disability.

ICES will consult with the person making the request in determining the suitability of an accessible format or communication support that meets their needs.

ICES will also notify the public about the availability of accessible formats and communication supports.

iii. **Accessible Websites and Web Content**

ICES will 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.

EMPLOYMENT STANDARDS

iv. **Recruitment**

ICES will notify candidates under consideration for employment regarding the availability of accommodation for applicants with disabilities during the recruitment process.

v. **Recruitment, Assessment or Selection Process**

ICES will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used during the recruitment process.



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If a selected applicant requests an accommodation, ICES will 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 a disability.

vi. **Notice to Successful Applicants**

When making offers of employment, ICES will notify the successful applicant of its policies for accommodating employees with disabilities.

vii. **Informing Employees of Supports**

ICES will continue to inform its employees of its policies (and any updates and/or revisions to those policies) used to support employees with disabilities, including policies for the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This information will be provided to new employees as soon as practicable after commencing employment.

ix. **Workplace Emergency Response Information**

ICES will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary, and if ICES is aware of the need for accommodation due to the employee's disability. ICES will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, ICES will, with the consent of the employee, provide the workplace emergency response information to the person designated by ICES to provide assistance to the employee in the event of an emergency.

ICES will review the individualized workplace emergency response information if the employee moves to a different location within the organization, or when the employee's overall accommodations needs or plans are reviewed and/or revised.

x. **Documented Individual Accommodation Plans**

ICES will maintain a written process for the development of documented individualized accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided by the organization will also 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.

xi. **Return to Work Process**



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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.

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.

The return to work process will not replace or override any other return to work process created by legislation (ie. the *Workplace Safety Insurance Act, 1997*). (Appendix 7 & 8)

xii. **Performance Management, Career Development and Advancement & Redeployment**

ICES will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management processes, providing career development and advancement opportunities to employees, or when redeploying employees.

ADMINISTRATIVE PROCEDURES

TRAINING AND COMMUNICATION

ICES will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the *Ontario Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing ICES's policies; and,
- all other persons who provide goods, services or facilities on behalf of the organization

The training will be applicable to the duties of the employees, volunteers and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained within the first week of employment.



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ICES will maintain a record of the training provided.

4. COMPLIANCE AND ENFORCEMENT

5. CROSS REFERENCES / RELATED DOCUMENTATION

Accessibility for Ontarians with Disabilities Act, 2005.

6. DEFINITIONS OF TERMS USED

Accessibility - Accessibility is the degree to which a product, device, service, or environment is available to as many people as possible. Accessibility can be viewed as the "ability to access" and benefit from some system or entity.

Integration - The intermixing of people or groups previously segregated.

Disability - Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes, epilepsy, a brain injury, any degree of paralysis, amputation, a lack of physical co-ordination, blindness or visual impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.

- A condition of mental impairment or a developmental disability.
- A learning disability or a dysfunction of one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety Insurance Act, 1997.

7. ADDITIONAL INFORMATION

Questions about this policy can be addressed by contacting:

Human Resources Department
G1 06, 2075 Bayview Avenue, Toronto, Ontario M4N 3M5
T 416-480-4055 F 416-480-6048
E human.resources@ices.on.ca



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9. CHANGE TRACKING TABLE

Review Date	Change Description	Changed By	Reviewed By	Policy Status
				In Effect