


Statement of Policy and Procedure

Section:	Operations	Policy No.:	5-20
Subject:	AODA Integrated Accessibility Standards Policy	Page:	1 of 7
Distribution:	All Employees, Volunteers, Contractors	Issued:	June 2013
Issued by:	Human Resources	Revised:	
Signature	Executive Director – Peter Rozeluk		

PURPOSE

Mission Services of London is committed to excellence in the provision of services with Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.


Mission Services of London is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

DEFINITIONS

- **Disability:** The term disability as defined by the AODA and the *Ontario Human Rights Code*, refers to:
 - a) 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, 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
 - 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
- **Barriers:** Anything that keeps someone with a disability from participating fully in society because of his/her disability. A barrier can be visible or invisible. (eg. Visible barrier is a building with steps but no ramp. Invisible barrier is a policy that sets a time limit for completing a test for employment or for training or promotion opportunities).

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- **Accessible Formats:** Include but not limited to large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.
- **Communication Supports:** Include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication.
- **Information:** Includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.
- **Mobility Assistive Device:** A cane, walker or similar aid.
- **Performance Management:** Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.
- **Redeployment:** The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.
- **Support Person:** In relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.

ROLES AND RESPONSIBILITIES

1.0 Employer / Directors

- 1.1 Mission Services of London is committed to providing excellent service to its employees and clients including those with disability in a manner that:
 - Respects their dignity and independence.
 - Is integrated as fully as possible into the method of service delivery.
 - Ensures reasonable effort is made to provide an opportunity equal to that offered to others.
 - Allows people with disabilities to benefit from the same services, in the same place, and in a similar way as others.
 - Is sensitive to an individual's need.
 - Is responsive by delivering service in a timely manner, considering the nature of the service and the specific accommodation required.
- 1.2 Establish policies, practices and procedures on providing goods or services to people with disabilities.
- 1.3 Provide training to all employees, volunteers and others who represent Mission Services of London.

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- 1.4 Provide notice when facilities used by people with disabilities are temporarily disrupted.
- 1.5 Establish procedure for people to provide feedback.
- 1.6 Notify people that documents required under the Act are available upon request.
- 1.7 Provide information in a format that takes into account person's disability .

2.0 Employees

- 2.1 Attend training sessions conducted for education and awareness of AODA.
- 2.2 Communicate with a person with a disability in a manner that takes into account his/her disability.
- 2.3 Makes Mission Services of London aware of accommodations required due to a disability.

PROCEDURE


1.0 Commitment

- 1.1 Mission Services of London is committed to treating all people in a way that allows them to maintain their dignity and independence.
- 1.2 Mission Services of London believes in integration and equal opportunity.
- 1.3 Mission Services of London is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

2.0 Accessibility Plan

- 2.1 Mission Services of London will develop, maintain and document a multi-year Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.
- 2.2 Mission Services of London will post its accessibility plans on the company's website. Upon request, Mission Services of London will provide a copy of the Accessibility Plan in an accessible format.
- 2.3 Mission Services of London will review and update this plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee.
- 2.4 Annual status reports will be prepared to report on the progress of steps taken to implement Mission Services of London's accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

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3.0 INFORMATION & COMMUNICATION STANDARDS

3.1 Feedback

- Mission Services of London 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.

3.2 Accessible Formats & Communication Supports

- Upon request, Mission Services of London 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 disability.
- Mission Services of London will consult with the person making the request in determining the suitability of an accessible format or communication support.
- Mission Services of London will also notify the public about the availability of accessible formats and communication supports.

3.3 Accessible Websites and Web Content

- Mission Services of London 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.

4.0 EMPLOYMENT STANDARDS

The Employment Standards regulation will expand Ontario's labour pool by ensuring people with disabilities are welcome and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

4.1 Recruitment, Assessment or Selection Process

- Mission Services of London will 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.
- If a selected applicant requests an accommodation, Mission Services of London 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 disability.

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4.2 **Notice to Successful Applicants**

- When making offers of employment, Mission Services of London will notify the successful applicant of its policies for accommodating employees with disabilities.

4.3 **Informing Employees of Supports**

- Mission Services of London will continue to inform its employees of its policies (and any updates to those policies) 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.

4.4 **Accessible Formats & Communication Supports for Employees**

- Upon the request of an employee with a disability, Mission Services of London will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports 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, Mission Services of London will consult with the employee making the request.


4.5 **Workplace Emergency Response Information**

- Mission Services of London will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Mission Services of London is aware of the need for accommodation due to the employee's disability. Mission Services of London will provide this information as soon as practicable after becoming aware of the need for accommodation.
- Where the employee requires assistance, Mission Services of London will, with the consent of the employee, provide the workplace emergency response information to the person designated by Mission Services of London to provide assistance to the employee.
- Mission Services of London will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

4.6 **Documented Individual Accommodation Plans**

- Mission Services of London will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

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- If requested, information regarding accessible formats and communication supports provided will also be included in individual 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.

4.7 Return to Work Process

- Mission Services of London will maintain 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 Mission Services of London will take to facilitate the return to work and will include documented individual accommodation plans 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 (ie. the *Workplace Safety Insurance Act, 1997*)

4.8 Performance Management, Career Development and Advancement & Redeployment

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


COMMUNICATION

- 1.0 Policy & Procedures will be posted on communication boards when implementation occurs.
- 2.0 Ongoing follow up communication will be conducted at staff meetings, postings on communication boards, newsletters and formal training sessions.

TRAINING

- 1.0 Mission Services of London will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue provide training on the Human Rights Code as it pertains to persons with disabilities to:
 - All its employees and volunteers
 - All persons who participate in developing Mission Services of London's policies; and,
 - All other persons who provide goods, services or facilitates on behalf of the company.

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- 2.0 The training will be appropriate to the duties of the employees, volunteers and other persons.
- 3.0 Employees will be trained when changes are made to the accessibility policy. New employees will be trained as part of general orientation.
- 4.0 Mission Services of London will keep a record of the training it provides in the Human Resources Information System (HRIS) and employee personnel file.

Attachments: