

11 – Accessibility for Ontarians with Disabilities Act (AODA) Integrated Accessibility Standards (Customer Service and Employment)

11.1 Integrated Accessibility Standard – Customer Service

PURPOSE

This policy complies with the requirements of the Customer Service Standards included in the Integrated Accessibility Standards under *the Accessibility for Ontarians with Disabilities Act, 2005*. The Customer Service Standards apply to the provision of goods, services and facilities to the public or other third parties. This policy will be available to OACAS Members and the public through the OACAS Extranet.

SCOPE

This policy applies to all OACAS employees, volunteers, contractors, and others who deal with the public or act on behalf of OACAS.

DEFINITIONS

Disability – the term “disability” is defined by the Ontario Human Rights Code as follows:

1. 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

“Disability” should be interpreted in broad terms. It includes both present and past conditions, as well as a subjective component based on perception of disability.

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities and that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading (e.g. wheelchair, walker, personal oxygen tank, screen reader, elevator, escalator, automatic doors etc.).

Guide Dog or other Service Animal – An animal that is a service animal for a person with a disability and can be identified as one as a result of visual indicators such as vest or harness, or one that is confirmed as a service animal by a regulated health professional, for reasons relating to the person’s disability (e.g. guide dog or other service dog)

Support Person – another person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods and services.

CORE PRINCIPLES

i. Independence

Allowing persons with disabilities the opportunity to make their own choices and do things in their own way.

ii. Dignity

Ensuring that persons with disabilities receive the same respect, value and service as others. Customer service will need to consider how persons with a disability can effectively receive our goods or use our services.

iii. Integration

Ensuring that persons with disabilities can access the same goods or services, in a similar way as others. If integration is not possible, look at alternative measures to provide goods or services.

iv. Equal Opportunity

Ensuring that persons with disabilities have the same opportunity to benefit from the goods or services we provide. Customer service may require the provision of goods or services in a different manner in order for them to fully benefit.

GUIDELINES

In accordance with the Customer Service Standards, this policy addresses the following:

A. The Provision of Goods and Services to Persons with Disabilities

OACAS will make reasonable efforts to ensure that its policies, practices and procedures are consistent with the core principles of dignity, independence, integration and equal opportunity. What constitutes reasonable effort is based on individual circumstances.

B. The Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by OACAS. In cases where the assistive device presents a

safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure access of goods and services.

C. The Use of Service Animals

- If a person with a disability is accompanied by a guide dog or other service animal, OACAS must ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her.
- An animal is a service animal for a person with a disability if:
 - The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
 - The person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability
- If there is a conflict between a provision of this Act or of a regulation under any other Act relating to banned breeds (such as pit bulls), the provision that is more restrictive in relation to controls or bans on these breeds prevails
- If the needs or rights of a person with a service animal compete with the needs or rights of another individual (e.g. severe allergy or religious belief resulting in an uncomfortable environment), OACAS will have to make reasonable efforts to meet the needs of all individuals

The Use of Support Persons

A support person can be a paid worker, volunteer, family member, or friend and does not necessarily require special training or certification to offer support.

- If a person with a disability is accompanied by a support person, OACAS must allow both persons to enter the premises together, and ensure that the person with a disability is not prevented from having access to the support person while on the premises. If an amount is payable for a support person's presence on the premises or in connection with a person's presence on the premises, OACAS will provide notice in advance about the amount that is payable
- If OACAS requires the presence of a support person for a person with a disability because there are health and safety implications and there is no other reasonable way to protect a person with a disability, OACAS must first discuss the health and safety implications with the person with a disability. If OACAS requires that a person with a disability be accompanied by a support person, OACAS will waive associated fees for the support person.

D. Notice of Service Disruptions

Visitors to OACAS may require certain facilities, services or systems. Service disruptions (e.g. broken elevator, cancelled programs, unplanned closures) can cause hardship to persons with disabilities and handling these disruptions in a way that supports and informs people is important. OACAS is committed to providing notice in a variety of ways, as soon

as possible (e.g. email notifications, notices on OACAS Extranet, notices on premises). Notifications will include the following information:

- the goods or services that are disrupted or unavailable
- the reason for the disruption
- the anticipated duration of the disruption
- a description of alternative services or options

E. Customer Feedback

OACAS welcomes feedback about the manner in which goods and services are provided to persons with disabilities. This feedback process will be available to the members and the public through the OACAS Extranet and, if requested, will be made accessible to persons with disabilities through the provision of accessible formats and communication supports. All formal feedback received will be acknowledged, along with any resulting actions based on concerns or complaints that are submitted.

Submitting Feedback

Please submit feedback to:

By email: publications@oacas.org

In writing or by phone/fax to:

Ontario Association of Children's Aid Societies

75 Front Street East, Suite 308
Toronto, Ontario
Canada M5E 1V9
Tele: (416) 987-7725 | 1-800-718-1797
Fax: (416) 366-8317

F. Training

- Training will be provided to:
 - All OACAS employees and volunteers at time of hire with OACAS and when legislative changes are introduced. This policy and related procedures will be reviewed as required in the event of legislative changes, or changes to procedures.
 - Anyone who participates in developing OACAS policies
 - Anyone who provides goods or services on behalf of OACAS
- Training will cover the following content and records of training will be maintained.

- AODA Customer Service Standard Legislation
- Interacting and communicating with individuals with various disabilities
- Understanding service disruptions and feedback

- Review the Ontario Human Rights Code
- Explain key components of Human Rights in Ontario
- Explain how these important pieces of legislation apply to the requirements outlined under the Accessibility for Ontarians with Disabilities Act (AODA)

G. The Provision of Documents to Persons with Disabilities

Upon request, OACAS will provide or arrange for the provision of the documents, or the information contained in the documents, to the person in an accessible format or with communication support.

- a) In a manner that takes into account the person's accessibility needs due to disability
- b) At a cost that is no more than the regular cost charged to other persons
- c) OACAS will consult with the person making the request in determining the suitability of an accessible format or communication support.

Approved/Revised

November 2, 2016

11.2 Integrated Accessibility Standard – Employment

PURPOSE

This policy complies with the requirements of the Employment Standards included in the Integrated Accessibility Standards under *the Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of accessible employment services for persons with disabilities.

SCOPE

This policy applies to all OACAS employees.

DEFINITIONS

Disability – the term “disability” is defined by the Ontario Human Rights Code as follows:

1. 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,
2. a condition of mental impairment or a developmental disability,

3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*

“Disability” should be interpreted in broad terms. It includes both present and past conditions, as well as a subjective component based on perception of disability.

GUIDELINES

In accordance with the Employment Standards, this policy addresses the following:

A. Recruitment, Assessment and Selection

- During a recruitment process, OACAS will notify employees and the public about the availability of accommodation for applicants with disabilities
- Job applicants will be notified when individually selected to participate in a recruitment process that accommodation are available, upon request in relation to the materials or processes to be used
- If a selected applicant requests an accommodation, OACAS 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
- When making offers of employment, OACAS will notify the successful applicant of its policies for accommodating employees with disabilities
- OACAS will inform employees of its policies on the provision of accommodations used to support employees with disabilities. OACAS will provide this information to new employees as soon as practicable after they begin their employment
- OACAS will provide updated information whenever there is a change to existing policies on the provision of job accommodations that take into account an employee`s accessibility needs due to disability

B. Accessible Formats and Communication Supports for Employees

- Where an employee with a disability requests it, OACAS will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,
 - a) Information that is needed for the employees to perform their job
 - b) Information that is generally available to employees in the workplace
- OACAS will consult with the employee making the request in determining the suitability of an accessible format or communication support

C. Workplace Emergency Response Information

- OACAS will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individual information is necessary and the employer is aware of the need for accommodation due to the employee`s disability.
- If employees who receive individualized workplace emergency response information require assistance (and with the employee`s consent), OACAS will provide this information to the person designated by the employer to provide the assistance
- OACAS will provide the information as soon as practicable after becoming aware of the need for accommodation due to the employee`s disability
- OACAS will review the individualized workplace emergency response information,
 - a) When the employee moves to a different location in the organization
 - b) When the employee`s overall accommodation needs or plans are reviewed
 - c) When OACAS reviews its general emergency response policies

D. Documented Individual Accommodation Plans

- The process for the development of documented individual accommodation plans for employees with disabilities will include:
 - The ways in which the employee can participate in the development of the plan
 - The means by which the employee is assessed on an individual basis
 - The process and manner for requesting evaluation by an outside medical expert, or other experts, to determine if accommodation can be achieved, or how it can be achieved
 - The manner in which an employee can request the participation of a representative from the workplace, in the development of an accommodation plan
 - Steps taken to protect the privacy of the employee`s personal information
 - Frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done
 - If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided
 - The means of providing the individual accommodation plan in a format that takes into account the employee`s accessibility needs due to disability
 - If requested, plans will include information regarding accessible formats and communication supports that are provided
 - If required, include the employee`s individualized workplace emergency response information and identify any other accommodation that is to be provided

E. Return to Work Process

- Employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work will be referred to the Health

Management Program. This process is documented in that policy and outlines the steps that will be taken to facilitate the return to work process.

- Documented individual accommodation plans will be used as part of the return to work process

F. Performance Management / Career Development and Advancement / Redeployment

OACAS will consider the accessibility needs of employees with disabilities when implementing performance management processes, when providing career development and advancement, and when redeploying employees with disabilities. Documented individual accommodation plans will be consulted, as required.

Approved/Revised

November 2, 2016