

Policy

The Organization will train and equip employees who interact with the public or other third parties on their behalf to deliver the services and supports in a manner that respects the dignity and independence of individuals with disabilities.

Purpose & Supplementary Guidelines

The Organization is committed to deliver its supports and services in a manner that respects the dignity and independence of individuals with disabilities. The Organization is also committed to providing individuals with disabilities the same opportunity to access its supports and services and allowing them to benefit from the same supports and services, in the same place and in a similar manner as others.

Our Key Principles

- ✓ Key Principle #1 – **Our Customer:** Based on the nature of the Organization’s services, the Organization defines the customer as:
 - Family members and/or guardians of the Resident/Participant
 - Any person directly associated with the Organization’s third-party businesses or other related organizations/agencies. This would include Placing Agencies, Social Workers, Health Care Professionals, direct service providers and direct/in-direct service vendors etc.
 - Any person of the greater general public, but this would be in a limited capacity.
 - Note: Residents or participants of the Organization are not viewed as a member of the public or customer. All employees receive specific orientation and training during their probationary period to support the resident/participant’s disabilities, if any.

- ✓ Key Principle #2 – **Communication:** The Organization is committed to communicate with individuals with disabilities in ways that take into account their disability. The Organization will train foster parents, volunteers and staff who communicate with individuals with disabilities on how to interact in the best manner possible. This includes but not limited to the use of a telephone, TTY, email, iPads, computers, Dynavox, use of larger or different fonts and the issuance of hard copies of documents when requested/required.

- ✓ Key Principle #3 – **Telephone Communication:** The Organization is committed to optimize telephone communication whenever possible and available. Our foster parents, volunteers and staff will be trained to communicate with individuals with disabilities in a clear and plain language and to speak clearly and slowly when needed. The use of TTY and/or relay services may also be required.

- ✓ Key Principle #4 – **Written Communication:** The Organization is committed to provide written communication and/or information to individuals with disabilities in ways that take into account their disability and needs. Written communication may be in the form of email or hard copies and may incorporate a larger print and/or different font.

- ✓ Key Principle #5 – **Assistive Devices:** The Organization is committed to support individuals with disabilities who require the use of assistive devices. Such devices include wheelchairs, walkers, hearing aids, pic-boards, computers. The Organization will train foster parents, volunteers, and staff to best understand and use of various assistive devices whenever possible and/or required.

- ✓ Key Principle #6 – **Service Animals:** The Organization is committed to support individuals with disabilities who are accompanied by a service animal. The Organization will train foster parents, volunteers, and staff on how to interact with individuals with disabilities who are accompanied by a service animal when required and arranged.
- ✓ Key Principle #7 – **Support Persons:** The Organization is committed to support individuals with disabilities who are accompanied by a support person(s). The Organization will train foster parents, volunteers, and staff on how to interact with individuals with disabilities who are accompanied by a support person when required and arranged.
- ✓ Key Principle #8 – **Training:** At the mandatory Corporate Training session, the Organization will train all foster parents, volunteers, and staff to understand the Accessibility for Ontarians with Disabilities ACT. The Corporate Training session will be completed within the first 6 weeks of employment.

The Corporate Training session will include the following elements:

- Purposes of the AODA ACT
 - How to interact with individuals with various types of disabilities
 - How to interact with individuals who use assistive devices or require the assistance of a guide dog or other service animal or the assistance of a support person(s)
 - How to use various equipment or devices
 - What to do if a person with a particular type of disability is having difficulty accessing the Organizations supports and services
 - How to use various equipment or devices
- ✓ Key Principle #9 – **Facilities:** The Organization is committed to ensure that all facilities owned or leased by the Organization are accessible as much as possible according to the program being offered at the location. This will take into the account the uniqueness of each program.
 - ✓ Key Principle #10 – **Notice of temporary disruption:** The Organization will issue or post a notice in the event of a planned or unplanned disruption in the facilities or services used by individuals with disabilities. The notice will include the reason for the disruption, the anticipated duration of the disruption, and a description of alternate facilities or services, if available.
 - ✓ Key Principle #11 – **Feedback Process:** The Organization welcomes constructive comments about its services and programs in supporting individuals with disabilities. Feedback can be submitted in a means that best supports the individual's disability that may include the use of email, verbally or via a family member or guardian. Once the comment(s) have been received, the Organization will respond in the appropriate manner within 5 business days.
 - ✓ Key Principle #12 – **Posting of Policies:** The Organization's policies and principles will be made available to the public when requested. The policies and principles may also be posted when requested or deemed necessary.
 - ✓ Key Principle #13 – **Website:** Whenever possible and able, the Organization's website will be updated/enhanced to meet the latest website recommendations and/or standards as defined in the Web Content Accessibility Guidelines (WCAG).

Module: Human Resources

Policy No: HR 209

Subject: Accessibility for Ontarians with Disabilities Revised: April 2021

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- ✓ Key Principle #14 – **Compliance Reporting:** The Organization will complete and file AODA reports as required by Access Ontario.

- ✓ Key Principle #15 – **Questions:** This policy exists to help focus the Organization to support individuals with disabilities. If anyone has a question about the contents or intent of the policy, they are requested to contact Christine Rondeau CEO, by calling 613-229-7599 or email christine@partnersinparenting.ca

Procedure

1. AODA Training will be completed through the on-line service provided by HRdownloads. The site is located at <https://app.hrdownloads.com/login>
2. Once successfully completed, HRdownloads will issue an appropriate certificate.

Policy

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Employment Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of accessible employment services for persons with disabilities.

All employment services provided by Partners in Parenting shall follow the principles of dignity, independence, integration and equal opportunity.

Statement of Commitment

Partners in Parenting is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Definitions

Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

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.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [General Requirements](#)
- B. [Recruitment, Assessment and Selection](#)
- C. [Accessible Formats and Communication Supports for Employees](#)
- D. [Workplace Emergency Response Information](#)
- E. [Documented Individual Accommodation Plans](#)
- F. [Performance Management and Career Development and Advancement](#)
- G. [Return to Work](#)
- H. [Redeployment](#)
- I. [Review](#)

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

Partners in Parenting will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.

Partners in Parenting will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Partners in Parenting will establish, implement, maintain, and document a multi-year accessibility plan outlining.

Procuring or Acquiring Goods and Services, or Facilities

Partners in Parenting will incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

Partners in Parenting will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Partners in Parenting's policies, and all other persons who provide goods, services or facilities on behalf of Partners in Parenting. See HR 209 for further details.

Records

Partners in Parenting will maintain records on the training completed.

B. Recruitment, Assessment and Selection

Partners in Parenting will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Partners in Parenting will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Partners in Parenting's policies and supports for accommodating people with disabilities.

C. Accessible Formats and Communication Supports for Employees

Partners in Parenting will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Partners in Parenting will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Partners in Parenting will consult with the employee making the request to determine the best way to provide the accessible format or communication support that considers the person's accessibility needs due to disability. The Organization will provide or arrange for accessible formats and communication supports in a timely manner that considers the person's expressed needs and at a cost that is no more than the regular cost charged to other persons.

D. Workplace Emergency Response Information

Where required, Partners in Parenting will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Partners in Parenting reviews general emergency response policies

E. Documented Individual Accommodation Plans

Partners in Parenting will develop and complete an Individual Accommodation Plan (IAP) whenever an accommodation is requested due to a disability. The Individual Accommodation Plan:

- Will be completed with the employee and may include a support member;
- Will be completed based on the medical information provided by a licensed physician;
- Partners in Parenting may request additional information and/or consult with experts to fully understand the accommodation and its requirements, and if the accommodation can be achieved;
- Only limited information will be shared with the employee's workplace in order to make the accommodation(s) successful;
- Will be updated based on the type and length of the accommodation being made;
- Will include any workplace emergency response information;
- Will be generated in an accessible format based on the employee's accessibility needs;
- Will be stored and protected in the Employee's file located at the main office of Partners in Parenting;
- If the accommodation cannot be made, the reasons will be provided in writing and filed accordingly.

F. Performance Management and Career Development and Advancement

- Partners in Parenting will provide the necessary accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

G. Return to Work

- Partners in Parenting will develop an Individual Accommodation Plan whenever an employee is absent from work due to a disability and requires disability-related accommodation(s) in order to return to work. See Section "E".

H. Redeployment

- The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Procedure

1. The Management Team will meet with an employee and his/her supportive person as soon as possible once the employee has requested an accommodation AND the employee has the appropriate documentation to support the accommodation.
2. Collectively, an Individual Accommodation Plan will be created while determining if the accommodation can be made.
3. If the accommodation cannot be made, then the reasons will be placed in writing and provided to the employee. A copy will also be placed in the employee's file.
4. If the accommodation can be made then the Individual Accommodation Plan will be fully executed.
5. In all cases, Partners in Parenting may seek advice and/or clarification to fully understand the accommodation and if it can be made. This includes but is not limited to seeking additional information from the Physician and seeking information from alternate consultants/experts.