

Policy Type: Human Resources-Agency Standards	Policy Name: <b>Integrated Accessibility Standards</b>	Total Pages: 6
		Effective Date: January 01, 2014
Approved By: Senior Management		Revision Dates: NA

**Purpose:**

The following policy has been established by Family and Children’s Services of Frontenac, Lennox and Addington (FACSFLA) to govern 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.

FACSFLA 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/Background/Explanatory Notes:**

**Legislation/Regulations/Standards/Agency Policy:**

Accessibility for Ontarians with Disabilities Act (AODA)

<https://www.ontario.ca/laws/statute/05a11>

Ontario Regulation 191/11 Integrated Accessibility Standards

<https://www.ontario.ca/laws/regulation/110191>

Ministry of Economic Development, Trade and Employment:

<https://www.ontario.ca/page/accessibility-laws>

Accessibility for Persons with Disabilities - Client Services policy

Emergency Accessibility Accommodation policy

Accommodation & Return to Work for Occupational & Non-Occupational Absences policy

Performance Management policy

Performance Appraisals policy

AODA - Accessible Customer Service/Employee Feedback Form

AODA – Visitor Emergency Assistance Request Form

AODA - Employee Emergency Information Worksheet

AODA – Employee Emergency Response Information Form

**Policy:**

FACSFLA is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe 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 and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

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

**Procedure:**

**ACCESSIBILITY PLAN**

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

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

To access our Agency's Accessibility Plan, please visit our website at <https://www.facsfla.ca/about/accessibility>

**TRAINING**

FACSFLA 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 Human Rights Code as it pertains to persons with disabilities, to:

- all its employees and volunteers, foster parents, board members;
- all persons who participate in developing FACSFLA's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees, volunteers, foster parents, board members and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees, volunteers, foster parents and board members will be trained as soon as possible.

FACSFLA will keep a record of the training it provides.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback:**

FACSFLA 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.

To access a copy of the Agency's AODA - Accessible Customer Service/Employee Feedback Form, please click on the attached link: <https://www.facsfla.ca/about/accessibility>

### **Accessible Formats and Communication Supports:**

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

FACSFLA will consult with the person making the request in determining the suitability of an accessible format or communication support.

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

### **Accessible Websites and Web Content:**

FACSFLA will ensure that its Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA except where this is impracticable.

## **EMPLOYMENT STANDARDS**

### **Recruitment:**

FACSFLA will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

**Recruitment, Assessment or Selection Process:**

FACSFLA 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, FACSFLA will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

**Notice to Successful Applicants:**

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

**Informing Employees of Supports:**

FACSFLA 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 consider an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

**Accessible Formats and Communication Supports for Employees:**

Upon the request of an employee with a disability, FACSFLA 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 their job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, FACSFLA will consult with the employee making the request.

**Workplace Emergency Response Information:**

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

Where the employee requires assistance, FACSFLA will, with the consent of the employee, provide the employee emergency response information to the person designated by FACSFLA to provide assistance to the employee.

FACSFLA will review the AODA - Employee Emergency Response Information Form when the employee moves to a different location in the organization, when the employee's overall accommodations needs, or plans are reviewed.

**Documented Individual Accommodation Plans:**

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

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include the employee's emergency response information (where required) and will identify any other accommodation that is to be provided.

**Return to Work Process:**

FACSFLA 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 FACSFLA 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 (e.g., the Workplace Safety Insurance Act, 1997).

**Performance Management, Career Development and Advancement & Redeployment:**

FACSFLA will consider 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.

**Questions about this policy:**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

**Human Resources**  
**817 Division Street**  
**Kingston ON K7K 4C2**

Phone: 613-545-3227

Fax: 613-542-4428

Email: [hr@facsfra.ca](mailto:hr@facsfra.ca)