AODA Integrated Accessibility Standards

Number:	2.0
Originator:	Human Resources Services
Approved by:	President – Chief Executive Officer
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Replaces:	

1. Purpose and Background

This policy is intended to provide the overarching framework to guide the review and development of Contact North | Contact Nord policies, standards, procedures and guidelines to comply with the Integrated Accessibility Standards Regulation developed under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, C11 (the AODA).

Under the Accessibility for Ontarians with Disabilities Act, 2005 all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards in the areas of Information and Communications and Employment for Contact North | Contact Nord in accordance with Ontario Regulation 191/11.

This Policy and its related Procedures facilitate the identification, removal, and prevention of barriers to people with disabilities to enable better access to the services that Contact North | Contact Nord provides.

2. Our Commitment

Contact North | Contact Nord has historically striven to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the Act and its regulations.

3. General Provisions

1. Accessibility Plan

Contact North | Contact Nord shall prepare a multi-year Accessibility Plan which will outline a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the AODA. Contact North | Contact Nord will report at least once every three years on the progress and implementation of the plan, post the information on the Contact

North | Contact Nord website and will provide it in accessible formats upon request. The plan will be reviewed and updated at least once every five years.

2. Procurement

Contact North | Contact Nord 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, Contact North | Contact Nord will provide an explanation upon request.

3. Training

All Contact North | Contact Nord employees, Board of Directors and third parties providing goods and services on Contact North | Contact Nord's behalf shall be required to undergo training on the requirements of the AODA accessibility standards and on the Human Rights Code. The training provided shall be appropriate to the duties of the employee, Board of Director, or third party. Training shall take place as soon as it is practicable and upon completion, Contact North | Contact Nord shall keep a record of completion.

4. Information and Communications Standards

1. Feedback

Contact North | Contact Nord will 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.

2. Accessible Formats and Communication Supports

Upon request Contact North | Contact Nord 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.

Contact North | Contact Nord will consult with the person making the request in determining the suitability of an accessible format or communication support.

Contact North | Contact Nord will also notify the public about the availability of accessible formats and communication supports.

3. Accessible Websites and Web Content

Contact North | Contact Nord will ensure that its Internet website, including web content, conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

5. Employment Standards

The Employment Standard builds upon the existing requirements under the Ontario Human Rights Code in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to non-paid individuals.

1. Recruitment

Contact North | Contact North shall notify employees and the public about the availability of accommodations for applicants with disabilities:

i) On the job postings that are on our external website;
ii) During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
iii) If a selected applicant request an accommodation, Contact North | Contact Nord shall consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability;
iv) Notify successful applicants of the policies for accommodating employees with disabilities

2. Informing Employees of Supports

Contact North | Contact Nord will inform employees of the 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. Contact North | Contact Nord will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodation that takes into account an employee's accessibility needs due to disability.

3. Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, Contact North | Contact Nord 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, Contact North | Contact Nord will consult with the employee making the request.

4. Workplace Emergency Response Information

Contact North | Contact Nord 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 Contact North | Contact Nord is aware of the need for accommodation due to the employee's disability. Contact North | Contact Nord will

provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Contact North | Contact Nord will, with the consent of the employee, provide the workplace emergency response information to the person designated by Contact North | Contact Nord to provide assistance to the employee.

Contact North | Contact Nord 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, and, when Contact North | Contact Nord reviews its general emergency response policies.

5. Documented Individual Accommodation Plan

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communication supports. If requested, the plans shall include individualized workplace emergency response information.

6. Return to Work Process

Contact North | Contact Nord shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that Contact North | Contact Nord shall take to facilitate the return to work.

This return to work process will not replace or override any other return to work process created by or under any other statue (ie. the Workplace Safety Insurance Act, 1997).

7. Performance Management and Career Development and Redeployment

Contact North | Contact Nord shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.