

Kerry's Place Autism Services

HR 435

SUBJECT: Accessibility for People with Disabilities

SPECIFIC TO: Human Resources
AUTHOR: Human Resources

APPROVAL PROCESS:

Subject Matter Expert (SME)
- Human Resources
Executive Management (EMM)
Chief Executive Officer (CEO)

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Accessibility for People with Disabilities - Procedures for Implementation and Training
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ISSUING AUTHORITY: *Sue Ta DeVelde-Cole*
Chief Executive Officer

In fulfilling our mission to enhance the quality of life of people we support, Kerry's Place Autism Services (Kerry's Place) strives to provide services (and goods) in a manner that respects the dignity and independence of people with disabilities. Wherever possible, people with disabilities are integrated and are provided with an equal opportunity to access our services, as such, Kerry's Place will take all steps necessary to comply with the *Accessibility for Ontarians with Disabilities Act, 2005*.

SCOPE

All authorized Kerry's Place employees, relief/temporary agency employees, students, volunteers, contractors, and visitors at all locations in the organization are covered to the terms of this policy.

DEFINITIONS

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

Website: the Kerry's Place public website.

CUSTOMER SERVICE STANDARDS

1. All services and supports provided as well as all interactions with persons with disabilities, whether such persons are internal or external to Kerry's Place, must honour the principles of independence, dignity, integration, and equality of opportunity.
2. Kerry's Place recognizes the rights of all persons with disabilities, whether such persons are internal or external to Kerry's Place, to use assistive devices, services, or

methods when they are interacting with Kerry's Place. The only exception to this standard would be restricting the use of certain devices, services, support persons, or methods (such as a service animal) in nonpublic areas of Kerry's Place where a supported individual has or could have a reaction that he/she cannot overcome. If an exclusion is made, Kerry's Place will make every effort to ensure that other measures are available to enable the person with a disability to enter the premises with their support.

3. Kerry's Place will communicate with all persons interacting with Kerry's Place, whether they are internal or external to Kerry's Place, in a manner that takes into account their disabilities.
4. If Kerry's Place charges an admission fee to an event, notice must be provided ahead of time as to what, if any, amount would be charged for a necessary support person to accompany a person with a disability.
5. Kerry's Place must provide notice when facilities or services on which persons with disabilities rely become temporarily disrupted. The reason for the disruption, the expected duration of the disruption, and any alternative facilities or services that are available will be made known.
6. The Kerry's Place website will state that copies of this policy can be downloaded from the website or made available upon request; and wherever possible, these documents will be made available in a format that takes a person's disability into account.
7. The Kerry's Place website will also state that feedback on accessibility issues may be given to any member of management or the Human Resources department verbally, by email, by writing a letter, or by submitting an electronic file. Feedback will be acknowledged with gratitude by the Kerry's Place representative who receives it. When the feedback can be used to improve service, steps to implement the recommendations will be taken, and the person who provided the feedback will be informed of the action taken. Complaints will be processed through *SS 511 Policy on Complaints/Feedback Process* (this procedure is provided on the Kerry's Place website). As always, all information will be provided in a format that takes the person's disability into account.

INTEGRATED ACCESSIBILITY STANDARDS

General Provisions

Multi-Year Accessibility Plan

Kerry's Place will establish, implement, maintain and document a Multi-Year Accessibility Plan that outlines our strategy to prevent and remove barriers and meet

the requirements under the Integrated Accessibility Standards Regulation. The plan will be reviewed and updated at least once every 5 years in consultation with persons with disabilities and/or the accessibility advisory committee, if required. It will also be posted on our website.

Procuring or Acquiring Goods, Services or Facilities

Kerry's Place is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so. In such situations, an explanation will be provided by request.

Information and Communication Standards

Kerry's Place is committed to meeting the communication needs of persons with disabilities and will notify the public about the availability of accessible formats and communications supports as required. The alternate provision of accessible formats will be done so in consultation with the person making the request and in a timely manner at a cost that is no more than the regular cost charged to other persons. If this is not possible, an explanation will be provided to the person making the request.

The feedback process will be followed as outlined in the above Customer Service Standards section of this document.

Emergency procedures, plans and other public safety information will be made available to the public in an accessible format with appropriate communication supports as soon as practical upon request.

The website and web content will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0) as required by the *Integrated Accessibility Standard Regulation O. Reg. 191/11*.

Education and Training Resources and Materials

Kerry's Place will provide educational and training resources to persons with a disability in an accessible format that takes into account their accessibility needs. Upon request, student records and information on program requirements will be provided in an accessible format if possible. Trainers and educators will be required to complete training on accessibility provided by Kerry's Place.

Employment Standards

Kerry's Place is committed to fair and accessible employment practices. This section outlines requirements for the accommodation of persons with disabilities during the recruitment process and throughout employment with Kerry's Place.

Recruitment

Kerry's Place will notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

During the recruitment process, Kerry's Place will notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes used.

If a selected applicant requests accommodation, Kerry's Place will consult with the applicant and provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs.

When making offers of employment, Kerry's Place will notify successful applicants of the policies for accommodating employees with disabilities.

Informing Employees of Supports

Kerry's Place will inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

This information will be provided to new employees as soon as practicable after they begin their employment and will be updated for all employees whenever there is a change to the existing policies.

Accessible Formats and Communication Supports for Employees

Upon request by an employee with a disability, Kerry's Place will consult with the employee to provide or arrange for the provision of suitable accessible formats and communication support for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace.

Workplace Emergency Response Information

Kerry's Place provides individualized workplace emergency response information to employees who have a disability if the disability is such that the individualized information is necessary and Kerry's Place is aware of the need for accommodation. Kerry's Place provides this information as soon as practicable upon becoming aware of the need for accommodation. The employee requiring an individualized workplace emergency response plan must notify Kerry's Place of the need in order to receive accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, with that employee's input and consent, Kerry's Place

will select another employee and provide the workplace emergency response information to that person so that they are able to assist in an emergency situation.

Kerry's Place will review the individualized workplace emergency response information if the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed, and when Kerry's Place reviews its general emergency response policies.

Documented Individual Accommodation Plans

Kerry's Place has developed a written process for the development of documented individual accommodation plans for employees with disabilities. The process includes the following elements:

- The ways in which an employee requesting accommodation can participate in the development of the plan.
- The means by which the employee is assessed on an individual basis.
- The manner in which Kerry's Place may request an evaluation by an outside medical or other expert, at Kerry's Place's expense to assist in determining if accommodation can be achieved and, if so, how to achieve accommodation.
- The manner in which the employee can request the participation of a representative from their bargaining agent, where represented, or other representative from the workplace where the employee is not represented by a bargaining agent.
- The steps taken to protect the privacy of the employee's personal information.
- The 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 are communicated to the employee.
- The means of providing the accommodation plan in a format that takes into account the employee's accessibility needs.

Individual accommodation plans will, if requested, include any information regarding accessible formats and communications supports provided; include individualized workplace emergency response information; and identify any other accommodation that is to be provided.

Return to Work Processes

Kerry's Place has in place a documented return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. The process outlines the steps Kerry's Place will take to facilitate the return to work of employees absent due to disability and include documented individual accommodation plans if required.

Performance Management, Career Development and Advancement, and Redeployment

Kerry's Place takes into account the accessibility needs and/or individual accommodation plans of employees with disabilities when using the performance management process, providing career development and advancement, and considering redeployment.

TRAINING

Training

Employees, volunteers, students and contractors who are involved in providing services and supports as well as contractors who interact with supported persons, the public, or other third parties on behalf of Kerry's Place must be trained by Kerry's Place in the purpose of *Accessibility for Ontarians With Disabilities Act, 2005* and the requirements of the associated Regulations. Instruction includes:

- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- How to use assistive devices or provide assistance.
- How to address concerns from a person who is having trouble accessing our services.

Training will be provided to all employees, volunteers, students and contractors who represent Kerry's Place as soon as practicable after the commencement of their service. Additional training will be provided as required by changes in policies, procedures, or practices. The contents of the training program will be available on the Kerry's Place website. Records of training reflecting who was trained and when they were trained will be kept by the Human Resources Department.

Records of training reflecting who has been trained and when they were trained will be kept by the Human Resources Department.

Written by: Human Resources

Approved By:

Signature: *Sue Van De Velde-Cole* *Aug 25, 2017*
CEO and President Date