

Policy Name:	INTEGRATED ACCESSIBILITY STANDARDS Regulation (IASR) Information and Communication Standard and Employment Standard		
Policy Number:	AODA-108	Formerly	

 West Elgin Community Health Centre	Creation Date:	Reviewed Date:	Approved by:
	March 2018	December 2023	Executive Director

POLICY STATEMENT

This policy is established in compliance with Ontario Regulation 191/11 “Integrated Accessibility Standard” under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and aligns with the West Elgin Community Health Centre’s (the “Centre”) commitment to treating all employees, volunteers and clients in a manner that respects their dignity, individuality and independence.

PURPOSE

This policy seeks to formalize the Centre’s accessibility commitment in areas of information, communications and employment. The Centre’s policies regarding accessibility and customer service also form a key part of the Centre’s commitment to meeting the accessibility needs of persons with disabilities.

THE INFORMATION AND COMMUNICATION STANDARD

Under the Information and Communications Standard, the Centre is required to create, provide, and receive information/communications in ways that are accessible to persons with disabilities.

The Centre will:

- Ensure that its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and comply with future internet website and web content updates defined in Ontario Regulation 191/11.
- Inform employees of the policies (and any updates) used to support employees with disabilities including job accommodation policies considering the individual’s accessibility needs due to disability. This information will be provided to new employees as soon as practicable after they begin employment at the Centre.

Upon request of an employee with a disability, the Centre 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 the employee’s job. This type of information is generally available to all employees.

The Centre will notify the public about the availability of accessible formats and communication supports.

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Emergency Information

Upon request, emergency procedures, plans or public safety information prepared by the Centre, that have been made available to the public, will be provided in an accessible format or with appropriate communication supports as soon as practicable.

THE EMPLOYMENT STANDARD

The Employment Standard builds upon the existing requirement under the Ontario Human Rights Code in relation to accommodating employees with disabilities including:

Recruitment

The Centre is committed to accessible and fair employment practices. The Centre will notify employees and the public about the availability of accommodations for job applicants with disabilities in the Centre's recruitment process.

Assessment or Selection – when a job applicant has been selected to participate further in an assessment or selection process, the Centre will notify the job applicant that accommodations are available, upon request, in relation to the materials or processes to be used in the assessment or selection process.

If a job applicant requests accommodation during the assessment or selection process, the Centre will consult with the job applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the job applicant's accessibility needs due to disability.

Notice to Successful Applicants - When making offers of employment the Centre will notify the successful job applicant of the Centre's policies for accommodating employees with disabilities. This information will also be included during the new employee's orientation.

Workplace Emergency Response Information

The Centre provides individualized workplace emergency response information, such as evacuation plans, to its employees. If the employee's disability is such that an individualized workplace emergency response is necessary, the Centre will provide this information as soon as practicable after becoming aware of the need for accommodation.

With the employee's consent, and if the employee requires assistance during an emergency response, the Centre will designate a person to aid the employee during a workplace emergency.

The Centre will review the individualized workplace emergency response information when the employee moves to a different location in the organization and/or when the individual's overall accommodation needs or plans are reviewed.

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Documented Individual Accommodation Policy

The Centre maintains a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports will also be included in individual accommodation plans. In addition, the plans will include individualized workplace emergency response information (where required) and will identify any other accommodation that is to be provided.

Return to Work Process

The Centre maintains a documented return to work process for its employees who have been absent from work due to disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps the Centre will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

Performance Review, Career Development, Advancement and Redeployment

The Centre considers 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.

FEEDBACK

The opportunity for the public to provide feedback on services provided through the Centre can be done through the current client feedback process, through the Health Centre’s website, or by telephone or in person. Notice of the availability of the feedback document is posted. Feedback is communicated in a manner that considers the person’s disability.

CROSS-REFERENCE

- POLICY AODA-101 Our Commitment – Accessibility for Persons with Disabilities
- POLICY AODA-102 Customer Service – Communicating with Persons with Disabilities
- POLICY AODA-103 Customer Service – Use of Assistive Devices
- POLICY AODA-104 Customer Service – Support Persons
- POLICY AODA-105 Customer Service – Service Animals
- POLICY AODA-106 Customer Service – Notice of Disruptions in Service Procedures
- POLICY AODA-107 Customer Service – Accessibility Feedback Procedure