# Accessibility for Ontarians with Disabilities Act - Integrated Assessment Standards Regulation Policy - January 1, 2014

## Purpose:

The purpose of this policy is to express the Branch's commitment to meet the accessibility needs of persons with disabilities in a timely manner in accordance with the Accessibility for Ontarians with Disabilities Act ("AODA") - Integrated Accessibility Standards Regulation ("IASR"), and to direct the Branch's efforts in this regard.

The AODA was established in recognition of the history in Ontario of discrimination against persons with disabilities, and is intended to prevent and remove barriers to full participation in all aspects of society because of one's disability. The Branch has a vision of "a community which values everyone's human dignity...." It is therefore committed to enhancing the accessibility of its services, facilities, and employment opportunities to people with disabilities. It will work to prevent and remove barriers to accessibility and will include persons with disabilities in this process. It is committed to ensuring that people with disabilities have the same opportunity in a similar manner with regard to those services, facilities and employment opportunities that are available to those without disabilities.

This policy is intended to provide the overarching framework to guide the review and development of other Branch policies, standards, procedures, By-laws, and activities to comply with the IASR. At this time, the policy is to be read in conjunction with the Branch's "Plan to Provide Services to People with Disabilities in Accordance with the Accessibility Standard for Customer Service" and to the policy "Accommodation in Employment Due to Disability."

## Application:

This policy applies to all Branch employees, volunteers, board members, and agents of the Branch.

## Responsibilities:

The Board is responsible to ensure that Branch policies and procedures are in place and compliant with AODA obligations. The Executive Director will report to the Board on the Branch's compliance with AODA obligations as part of the regular risk report made to the Board.

The Director of Human Resources is responsible to oversee and coordinate the application of this policy and the achievement of the multiyear plan.

The Manager is responsible to prevent and remove barriers to accessibility within her/his management portfolio, and to communicate accessibility issues to Human Resources.

The Human Resources Generalist is responsible to lead the activities of the Accessibility Advisory Committee described below, and to ensure that Branch personnel receive the accessibility training that is required for the Branch to meet its accessibility obligations and timelines.

The Employee is responsible to provide feedback on and and to seek solutions with her/his Manager and resource group on accessibility issues.

IASR (Accessibility) Advisory Committee: The Branch will establish an IASR Advisory Committee, chaired by the Human Resources Generalist, to include employee(s), volunteer(s), board member(s) and person(s) with a disabilities. The Committee will provide advice and contribute to the development and progress of the Branch's multiyear accessibility plan. The Committee will report to the Director of Human Resources.

Obligations and Timelines**:**

The Branch is considered a "large private or not-for-profit organization" for purposes of the obligations and timelines set out in the regulation. The Branch will endeavour to work in advance of the stated timelines wherever practicable, and to implement accessibility solutions on an individualized case by case basis also wherever practicable. These obligations and timelines are as follows:

* Emergency Information Procedures for person with Disabilities: January 1, 2012
* Accessibility Policy: January 1, 2014
* Multiyear Accessibility Plan: January 1, 2014
* New internet web-sites and web content: January 1, 2014
* Training on the Standards: January 1, 2015
* Feedback: January 1, 2015
* Accessible Formats and Communication Supports: January 1, 2016
* Employment Standard: January 1, 2016

Emergency Information Procedures for person with Disabilities (January 1, 2012): If an employee's disability is such that workplace emergency response information is necessary, and the Branch is aware of the need for accommodation, The Branch will provide the employee with this information. The information will be provided, with the employee's consent, to the person designated to provide assistance. The information shall be reviewed when the employee moves to a different location, when the employee's accommodation needs change, and when emergency plans are reviewed.

Accessibility Policy (January 1, 2014): This policy shall be maintained on the Branch's web site and provided to individuals upon request, in the appropriate format or communication support. This policy will be provided in a summary format to all clients, employees, volunteers, board members, and agents of the Branch.

Multi-year Accessibility Plan (January 1, 2014): The Branch will establish, implement, maintain and document a multi-year accessibility plan in order to prevent and remove barriers and to meet the requirements of the IASR. The initial plan will be for a three year period, and subsequently one that is to be updated at least once every five years. The plan will be posted on the Branch website, and provided in an accessible format upon request.

New websites and web content (January 1, 2014): The Branch shall make its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 with regard to new websites and web content, initially at Level A and increasing to Level AA. This applies to all websites and web content by January 1, 2021

Training on the Standards (January 1, 2015): Training as appropriate will be provided on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities to employees, volunteers, Board member and to agents of the Branch (in a manner appropriate to their duties). The Branch will keep a record of this training.

Feedback (January 1, 2015): The Branch shall ensure that there are processes for receiving and responding to feedback to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request.

Accessible formats and communication supports (January 1, 2016): The Branch shall upon request and in consultation with a person making a request to provide or arrange for the provision of accessible formats and communications supports for persons with disabilities. This shall be done in a timely manner. The Branch shall notify the public of this requirement.

Employment Standard (January 1, 2016): The accessibility requirements with regard to employment cover recruitment, information on employee supports, employment accommodation and return to work plans, accessible formats and communication supports, performance development, career management and redeployment.

This standards applies to employees and agents of the Branch, but not to volunteers and Board members.

## Definitions:

### Barrier (Article 2 of the AODA, 2005)

A **“barrier”** is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice (organizational barrier)

Disability (Article 2 of the AODA, 2005, and Article 10 of the Human Rights Code)

“disability” means,

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

(b) a condition of mental impairment or a developmental disability,

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(d) a mental disorder, or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

“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.

“communication supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

## References

* "AODA" - Accessibility for Ontarians with Disabilities Act, 2005, S.O. c. 11
* Accessibility for Ontarians with Disabilities Act, 2005 O. Reg. 191/11, Integrated Accessibility Standards
* Human Rights Code, R.S.O. 1990, c. H. 19
* CMHA Ottawa Plan to Provide Services to People with Disabilities in Accordance with the Accessibility Standard for Customer Service
* CMHA HR Policy 2.18 Accommodation due to disability