

Access Independent Living Services

Accessibility for Ontarians with Disabilities Act

Multi-Year Accessibility Plan and Associated Policies

Compliance – January 1, 2015

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Access Independent Living Services

Access Independent Living Services' mission is to ensure that adults with physical disabilities can live independently in the community and pursue their individual goals by providing innovative attendant support services.

Access Independent Living Services - Principles of Service

- We respect and encourage autonomy by offering a full range of services to support independent living by our consumers;
- We recognize and value the uniqueness of individuals by ensuring our services are self-directed according to individual needs;
- We provide flexible services that support individuals to live up to their full potential;
- We reduce physical barriers for our consumers;
- We promote acceptance and tolerance among people;
- We provide a safe environment for our consumers and staff;
- We behave with the utmost honesty and integrity and ensure our hiring practices support these values;
- We are accountable for meeting the needs of our consumers in a financially prudent manner, which does not compromise service quality; and
- We work collaboratively with other service providers and our community.

The Accessibility for Ontarians with Disabilities Act

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act* (AODA) with the goal to make Ontario fully accessible in all aspects of daily living by 2025.

Accessibility standards have been created as part of the AODA. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers to ensure people with disabilities have more opportunities to participate in everyday life.

Ontario combined multiple standards (e.g., Information and Communications Standards, Employment standards and Transportation standards) into a single regulation called the Integrated Accessibility Standards Regulation (IASR). This regulation has been passed into law and the requirements are being phased in between now and 2021. This Multi-Year Accessibility Plan satisfies Access Independent Living Services' requirements under the IASR.

Statement of Commitment to Champion Accessibility

Access Independent Living Services is committed to treating all people in a way that allows them to maintain their dignity, independence, integration and equal opportunity. Access Independent Living Services is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA. An assessment of Access Independent Living Services' previously existing policies and procedures relating to accessibility was performed in order to inform the development of Access Independent Living Services' Multi-Year Accessibility Plan.

Access Independent Living Services' Multi-Year Accessibility Plan will be reviewed annually and fully-updated by Access Independent Living Services at least once every five years or when there are amendments to the AODA, its associated regulations or changes to Access Independent Living Services' accessibility services and/or policies.

Access Independent Living Services understands that the IASR does not replace or affect existing legal obligations under the Ontario Human Rights Code and other superseding laws in respect to accommodation of people with disabilities. Access Independent Living Services will comply with the Ontario Human Rights Code, the AODA and its associated regulations,

including the IASR and Accessible Customer Service Standard. Access Independent Living Services respects people's privacy and personal information, and will not share a person's information unless it is appropriate with consent, required or legally obligated.

Establishment of Accessibility Policies and Plans

By January 1, 2015 Access Independent Living Services will:

- Develop, implement and maintain a corporate policies governing how the organization will achieve accessibility;
- Establish, implement and maintain a Multi-Year Accessibility Plan;
- Include within its Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner; and
- Make the corporate polices and Multi-Year Accessibility Plan available to the public on Access Independent Living Services' website and available in accessible formats upon request.

Note: General accessibility policies are also found in Access Independent Living Services' Customer Service Plan, and can be accessed via Access Independent Living Services' website or provided in an accessible format upon request. Only sections applicable to Access Independent Living Services will be found in this Multi-Year Accessibility Plan, please see "A Guide to Integrated Accessibility Standards Regulation" on the Ontario Government's website for a detailed breakdown of all of the IASR's standards, sections and requirements. Deadlines included in this Multi-Year Accessibility Plan are in accordance with deadlines outlined the IASR or are internal deadlines that are earlier dates than outlined in the IASR.

IASR - Standards, Requirements and Policies

Part I: General Standards/Requirements

Part I: General Standards/Requirements					
AODA Standards / Regulation Reference O. Reg. 191/11, s.3	Accessibility Policies		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Development of accessibility policies and Statement of Commitment	<ul style="list-style-type: none"> Access Independent Living Services Multi-Year Accessibility Plan includes accessibility polices and a Statement of Commitment 	<ul style="list-style-type: none"> Policy is written, approved and posted on the Access Independent Living Services' website 	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.4	Accessibility Plans and Annual Status Report Plan		Deadline: January 1, 2015; January 1 st , 2016 (Status Report)		
	Deliverables	Activities	Accountability	Budget Implication	Status
Accessibility Plan	<ul style="list-style-type: none"> Access Independent Living Services creates Multi-Year Accessibility Plan 	<ul style="list-style-type: none"> Multi-Year Accessibility Plan is written, approved and posted on the Access Independent Living Services' website 	Executive Director	N/A	Completed
Annual Accessibility Status Report	<ul style="list-style-type: none"> Access Independent Living Services creates first Annual Accessibility Status Report that will be drafted and posted by January 1st, 2016 	<ul style="list-style-type: none"> Review and update Multi-Year Accessibility Plan and complete Annual Accessibility Status Report by January 1st, 2016 	Executive Director	N/A	Pending Review after 1 st year (Dec. 2015)

AODA Standards / Regulation Reference O. Reg. 191/11, s.5	Procuring or Acquiring Goods, Services or Facilities		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Incorporate accessibility design criteria and features when procuring goods, services or facilities	<ul style="list-style-type: none"> Access Independent Living Services drafts/updates policies that require Access Independent Living Services to incorporate accessibility considerations when procuring goods, services and facilities 	<ul style="list-style-type: none"> Policies are included in Access Independent Living Services' Accessibly Customer Service Standard Plan 	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.6	Self-Service Kiosks		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Incorporate accessibility features when designing, procuring or acquiring self-service kiosks	<p>Note: Access Independent Living Services does not own or operate any self-serve kiosks. In the event that self-serve kiosks are acquired by Access Independent Living Services, a policy will be established to address barriers and provide maximum accessibility</p>	<ul style="list-style-type: none"> Policies under Access Independent Living Services' Accessible Customer Service Plan address self-serve kiosk accessibility and a stand-alone policy will be developed if Access Independent Living Services acquires self-serve kiosks 	Executive Director	N/A	Completed Dec. 2014

AODA Standards / Regulation Reference O. Reg. 191/11, s.7(1)	Training		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Employee training regarding the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code	<ul style="list-style-type: none"> Access Independent Living Services rolls out training on the Integrated Accessibility Standards Regulation and the Human Rights Code to all employees 	<ul style="list-style-type: none"> Training will include information about Ontario achieving accessibility by 2021 and highlight the requirements of the Standards under the IASR and the Human Rights Code as they apply to the Access Independent Living Services' business, goods and/or services. 	Executive Director	Operational	Completed -June 2016 and ongoing for new employees
Employee training records	<ul style="list-style-type: none"> Access Independent Living Services keeps records of the number of individuals who were trained and the dates that the training was provided 	<ul style="list-style-type: none"> Record IASR training information 	Executive Director	N/A	Completed -June 2016 and ongoing for new employees

Part II: Information and Communication Standards

Part II: Information and Communication Standards					
AODA Standards / Regulation Reference O. Reg. 191/11, s.11	Feedback		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Process to receive and respond to feedback in a timely and accessible manner	<ul style="list-style-type: none"> Access Independent Living Services' Accessible Customer Service Plan satisfies this requirement 	<ul style="list-style-type: none"> See Access Independent Living Services' Accessible Customer Service Plan 	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.12	Accessible Formats and Communications Supports		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Provision of accessible formats and communication supports, upon request	<ul style="list-style-type: none"> Access Independent Living Services' Accessible Customer Service Plan satisfies this requirement 	<ul style="list-style-type: none"> See Access Independent Living Services' Accessible Customer Service Plan 	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.13	Emergency Procedure, Plans and Public Safety Information		Deadline: January 1, 2012		
	Deliverables	Activities	Accountability	Budget Implication	Status
Emergency Procedure Plans and public safety information are available in accessible formats or with communication Supports, upon request	<ul style="list-style-type: none"> Accessible Emergency procedure and public safety information will be provided and customized plans or policies will be produced to fully accommodate the person's accessibility request 	<ul style="list-style-type: none"> Inform existing and future employees of Access Independent Living Services' obligation to produce customized Emergency Procedure Plans, if required by an employee If required, Access Independent Living Services and employee will cooperate in the drafting and 	Executive Director	N/A	Completed Dec. 2014

		<p>finalization of a custom Emergency Procedure Plan, and provide it in accessible formats or with communication supports, if needed</p> <ul style="list-style-type: none"> • Public safety information including evacuation procedures, floor plans, and information about alarms and incident procedures will be provided in accessible formats or with communication supports, if requested or needed 			
<p>AODA Standards / Regulation Reference O. Reg. 191/11, s.14</p>	<p>Accessible Web Sites and Web Content</p>		<p>Deadline: January 1, 2015 (to maximize accessibility and ensure new content is WCAG 2.0 A or higher)</p> <p>Deadline: January 2, 2021 (all internet websites conform to WCAG 2.0 AA or higher)</p>		
	<p>Deliverables</p>	<p>Activities</p>	<p>Accountability</p>	<p>Budget Implication</p>	<p>Status</p>
<p>Access Independent Living Services new internet and intranet websites and web copy must conform with WCAG 2.0 Level A (Note: exceptions in IASR)</p>	<ul style="list-style-type: none"> • Maximize website and web content accessibility 	<ul style="list-style-type: none"> • Access Independent Living Services will maximize website and web content accessibility under current abilities and resources 	<p>Executive Director and IT Coordinator</p>	<p>Operational, additional resources may be required</p>	<p>May 2016</p>

All internet websites and web content must conform with WCAG 2.0 level AA or higher	<ul style="list-style-type: none"> Establish accessibility strategy to meet long term accessibility compliance (WCAG 2.0 Level AA Compliance) 	<ul style="list-style-type: none"> Access Independent Living Services will work with internal staff and/or external IT consultant to establish a Long Term Accessibility Strategy or Plan 	Executive Director and IT Coordinator	Operational, additional resources may be required	May 2016
AODA Standards / Regulation Reference O. Reg. 191/11, s.15	Accessible Websites and Web Content		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Provide educational and training materials in accessible formats, if requested	<p>Note: Access Independent Living Services is not officially recognized as an educational or training institution but does develop and deliver informal educational and training materials</p> <ul style="list-style-type: none"> Access Independent Living Services will strive to ensure educational and training materials will be provided in accessible formats or with communication supports, upon requests 	<ul style="list-style-type: none"> Access Independent Living Services will ensure all educational and training materials including those internal and external (i.e., distributed at conferences) can be provided in accessible formats or with communication supports, upon request 	Executive Director	N/A	Completed Dec. 2014

Part III: Employment Standards

Part III: Employment Accessibility Standards					
AODA Standards / Regulation Reference O. Reg. 191/11, s.22	Recruitment, General		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Notify employees and public (potential job prospects) about accommodation for applicants with disabilities throughout the recruitment process	<ul style="list-style-type: none"> Prospective applicants are advised of the availability to accommodate their disability, when required, to support their participation in the recruitment process 	<ul style="list-style-type: none"> Include accessibility accommodations messaging on all recruitment documents and employer-applicant communications 	Executive Director	N/A	Completed June 2016
AODA Standards / Regulation Reference O. Reg. 191/11, s.23	Recruitment, Assessment and/or Selection Process		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Notify selected job candidates that accessibly accommodations are available, upon request	<ul style="list-style-type: none"> Selected applications are advised of the availability of accommodations throughout all stages of the recruitment and selection process 	<ul style="list-style-type: none"> Include accommodations messaging on all recruitment documents and employer-applicant communications 	Executive Director	N/A	Completed June 2016
If the applicant requests accessibility accommodation, consult with the requester to provide or arrange for the provision of suitable accessibility support	<ul style="list-style-type: none"> Selected applicants are advised of the availability of accommodations throughout all stages of the recruitment and selection process 	<ul style="list-style-type: none"> Include accommodations messaging on all recruitment documents and employer-applicant communications 	Executive Director	N/A	Completed June 2016

AODA Standards / Regulation Reference O. Reg. 191/11, s.24	Notice to Successful Applicants		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
When making offers of employment, notify successful applicants of the Access Independent Living Services' policies for accommodating employees with disabilities	<ul style="list-style-type: none"> Selected applicants are advised of Access Independent Living Services' accessibility policies and can provide them in multiple accessible formats upon request 	<ul style="list-style-type: none"> Include accessibility accommodations messaging in all recruitment documents and employee-organization correspondence 	Executive Director	N/A	Completed June 2016
	<ul style="list-style-type: none"> Language has been developed and will be inserted into offer letters and letters of employment 	<ul style="list-style-type: none"> Sample Language: "Access Independent Living Services supports the accommodation of people with disabilities and has built their hiring policies to support independence, dignity, participation and equal opportunity. If you request accommodation, please notify the hiring contact and they will ensure the necessary steps are taken to accommodate your needs." 			
AODA Standards / Regulation Reference O. Reg. 191/11, s.25	Informing Employees of Supports		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Communicate policies supporting employees with disabilities including those on the provision of the recruitment process and job accommodations	<ul style="list-style-type: none"> Ensure employees understand Access Independent Living Services' policies for accommodating disabilities. 	<ul style="list-style-type: none"> Employees are advised through multiple sources including staff announcements and on its website 	Executive Director	N/A	Completed June 2016

Provide information and policies to all new employees about Access Independent Living Services' obligations as set by the Employment Standards	<ul style="list-style-type: none"> • Ensure new employees understand Access Independent Living Services' policies regarding the employer's accommodation of employees with disability 	<ul style="list-style-type: none"> • All new employees will receive information and policies related to this Section during their employee orientation. 	Executive Director	N/A	Completed June 2016
Communicate updated information or changes to existing policies on the provision of job accommodations to all staff	<ul style="list-style-type: none"> • Access Independent Living Services will communicate changes to staff via multiple channels, including verbal discussions, in writing and on Access Independent Living Services' website. 	<ul style="list-style-type: none"> • Inform employees through staff announcements and update all related policies and materials 	Executive Director	N/A	Completed June 2016
AODA Standards / Regulation Reference O. Reg. 191/11, s.26	Accessible Formats and Communication Supports for Employees		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
When requested by an employee, 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 and for information available to employees in the workplace	<ul style="list-style-type: none"> • Ensure employee is supported through individual consultation and provided with accessible formats and communication supports 	<ul style="list-style-type: none"> • This will be handled on a case-by-case basis, upon request from the employee. • After the employee files their request; a private consultation will take place, and Access Independent Living Services will accommodate the employee's accessibility needs as per described in this section 	Executive Director	N/A	Completed Dec. 2014

AODA Standards / Regulation Reference O. Reg. 191/11, s.27	Workplace Emergency Response Information		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
<p>Provide individualized workplace emergency response information to employees who have a disability</p> <p>Provide the information as soon as practicable after Access Independent Living Services becomes aware of the need for accommodation</p> <p>If the employee requires assistance in an emergency, with consent of the employee, information will be provided to the person designated by the employer to provide planning for and assistance to employee</p> <p>Review individualized workplace emergency response information when an employee moves to a different location, the employee's accommodation needs or plans are changed or reviewed or Access</p>	<ul style="list-style-type: none"> Develop Individualized workplace information response/plans upon request and update accordingly 	<ul style="list-style-type: none"> Individualized workplace emergency response information/plans will be developed through discussions with the employee Access Independent Living Services will integrate this practice into the employee accommodation process Access Independent Living Services will seek consent of employee to share emergency information with staff responsible for emergency procedures/information Access Independent Living Services will ensure Workplace Emergency Response Info/Plan is delivered and finalized as soon as practical Access Independent Living Services will review the Workplace Emergency Response Info/Plan if: the employee moves locations, when the accommodation 	Executive Director	N/A	Completed Dec. 2014

Independent Living Services reviews its general emergency response policies		polices/plans are updated/reviewed and when the general emergency response policies/plans are updated/reviewed			
AODA Standards / Regulation Reference O. Reg. 191/11, s.28	Documented Individual Accommodation Plans		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Develop policy that addresses the process for creating documented individual accommodation plans	<ul style="list-style-type: none"> Access Independent Living Services provides individual written accommodation plans for all employees who require individual accommodation plans <p>Note: In accordance with these principles, reasonable accommodation will be made on a case by case basis to meet the specific needs of employees and applicants, and systemically to make Access Independent Living Services as a whole accessible to employees and applicants with disabilities.</p>	<ul style="list-style-type: none"> Access Independent Living Services creates a process that creates individual written accommodation plans which effectively accommodates employees. <p>See Appendix 1 for the Individual Accommodation Plan Policy</p>	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.29	Return-to-Work Process		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Develop a documented return-to-work process, including steps employer will take; using documented individual accommodation plans if required (generally applicable to short term disabilities)	<ul style="list-style-type: none"> Establish documented return-to-work process with detailed steps and implement it with the cooperation of the employee when applicable 	See Appendix 2 for Return-to-Work Process	Executive Director	N/A	Completed Dec. 2014

AODA Standards / Regulation Reference O. Reg. 191/11, s.30	Performance Management		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Take into account the accessibility needs of employees with disabilities and individual accommodation plans in performance management processes	<ul style="list-style-type: none"> Access Independent Living Services will take into account the needs of employees with disabilities and individual accommodation plans in performance management processes 	<ul style="list-style-type: none"> Build reference to accessibility needs and accommodation plan into existing performance management process, if applicable 	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.31	Career Development and Advancement		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering providing career development and advancement opportunities	<ul style="list-style-type: none"> Access Independent Living Services supports accessible career development and advancement and will take into account the accommodation needs of an employee when considering career development and advancement opportunities 		Executive Director	N/A	Completed Dec. 2014

AODA Standards / Regulation Reference O. Reg. 191/11, s.32	Redeployment		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering redeployment of employees with disabilities	<ul style="list-style-type: none"> Access Independent Living Services will work with the employee to ensure the redeployment process is effectively communicated and accommodates the accessibility needs of the employee 	Executive Director	N/A	Completed Dec. 2014	

Part IV: Transportation Standards

Part IV: Accessible Transportation Standard					
AODA Standards / Regulation Reference O. Reg. 191/11, General	Transportation Policies		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Access Independent Living Services is not in the business of transportation services and therefore, this Standard of the IASR is not applicable. With this said, Access Independent Living Services does procure transportation services for its clients and employees (e.g., wheel trans)	<ul style="list-style-type: none"> This Standard does not regulate any of Access Independent Living Services' goods or services, as it does not classify as any of the transportation organizations listed and referenced in the regulation 	<ul style="list-style-type: none"> Access Independent Living Services will advocate on behalf of its employees and clients to ensure that the transportation services that are procured by Access Independent Living Services treat people with disabilities, respect and dignity and adhere to the applicable regulations within the IASR, specifically Part IV, Accessible Transportation Standards 	Executive Director	N/A	N/A

Part V: Design of Public Spaces Standard

Part V: Design of Public Spaces Standard (Accessibility Standards for the Build Environment)					
AODA Standards / Regulation Reference O. Reg. 413/12	Design of Public Spaces, General		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Meet the requirements of the Standards for public spaces that are newly constructed, redeveloped or intended to be maintained after January 1, 2015	<ul style="list-style-type: none"> When applicable, adhere to the Standards for Public Spaces as outlined in the IASR, which includes (but is not limited to): <p>Recreational trails/beach access routes</p> <p>Outdoor public eating areas like rest stops or picnic areas</p> <p>Outdoor play spaces, like playgrounds in provincial parks and local communities</p> <p>Outdoor paths of travel like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals</p> <p>Accessible parking</p> <p>Service-related elements and functions like service counters, fixed queuing lines and waiting areas</p>	<ul style="list-style-type: none"> Access Independent Living Services will ensure that its public spaces, including the entry to the office building, waiting lobby, washrooms and parking lot are accessible to people with disabilities 	Executive Director	N/A	Completed Dec. 2014

Part VI: Accessible Built Environment (Ontario Building Code)

Part VI: Accessible Built Environment (Revisions to the Ontario Building Code)					
Ontario Building Code	Design of Public Spaces, General		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
<p>On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12 (effective January 1, 2015)</p> <p>The amended requirements substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated. They maintain Ontario's leadership role in requirements for barrier-free design. The new requirements apply to most new construction and extensive renovations. Existing buildings, where no work is planned, are not affected by these new requirements.</p>	<ul style="list-style-type: none"> When applicable, Access Independent Living Services will adhere to the newly amended requirements outlined in the Building Code, O. Reg. 332/12. 	<p>Access Independent Living Services will continue to maximize accessibility and ensure Access Independent Living Services' physical structure and physical components are as accessible as possible.</p> <p>If Access Independent Living Services requires a renovation, Access Independent Living Services will follow the guidelines as outlined in the Building Code, O. Reg. 331/12, with particular focus on:</p> <p>Ensuring barrier free travel throughout the premise and/or newly renovated areas.</p>	Executive Director	If applicable, depends on renovation scope	Completed Dec. 2014

Appendix 1

Documented Individual Accommodation Plan

The purpose of reasonable accommodation is to enable a person to perform at least the essential requirements of the job as defined in the job posting and/or job description. Access Independent Living Services is not required to create a job or significantly alter a job as to create a different job in order to accommodate an applicant or an employee.

Access Independent Living Services' Accommodation Plan addresses:

- How the employee can participate
- How the employee will be assessed
- How the employee can request accommodation
- How employee can request participation of union representative or bargaining agent in the process, if applicable
- How the employee's personal information will remain private and confidential
- How, and how often, the plan will be reviewed and updated
- How reasons for denied requests will be communicated
- How the plan will be provided to employee

Individual Accommodation Plan

1. Accommodations assist in the inclusion of persons with disabilities into employment activities
2. Individuals are to be accommodated with respect and dignity and Access Independent Living Services will respond to accommodation plan requests in a timely manner
3. Accommodation is to be made only for those disability related needs disclosed by the employee or applicant that impact on employment
4. Accommodation needs are to be addressed in a way that is consistent with responsible financial management and operational requirements, and does not pose an undue hardship on Access Independent Living Services
5. Accommodation requirements are determined on person-by-person basis by ensuring that each employee with a disability is considered, assessed and accommodated individually, while maintaining a process that is consistent with the principles of confidentiality

7. The accommodation process allows the involvement and cooperation of the employee's union representative or bargain agent, if appropriate or required. The employee must notify Access Independent Living Services that they wish to have additional parties present in accommodation process – reasonable parties (union rep. or bargain agent) will be accepted
8. Access Independent Living Services is committed to achieving a culture and work environment that is supportive of employees with disabilities
9. Access Independent Living Services will review the accommodation plan: if the employee is not satisfied with the accommodation plan, if the employee moves location, when the accommodation policies/plans are reviewed and when the general emergency response policies/plans are reviewed

Appendix 2

Return-to-Work Process

Access Independent Living Services is committed to developing and maintaining a safe and healthy work environment, and understands that it is a good rehabilitation/reintegration practice to ensure a planned and safe return to work process is implemented following an injury or illness.

Access Independent Living Services will work with staff to facilitate the employee's return to work. Any modifications will be accommodated as soon as possible. Management will use the most appropriate measures for each individual case.

Purpose

The purpose of the Early Return to Work Program is to:

- Provide for the safe and sustainable reintegration into the workforce/job position
- Provide modified employment for employees who are temporarily disabled due to illness / accident or an injury in the workplace

Access Independent Living Services recognizes that in the case of some disabilities, a complete period of absence is required away from the workplace. In others cases, absence from the workplace is required only during the acute phase of the illness, injury, etc., before a reintegration process into the workplace can occur. The Return-to-Work Process may include the following steps:

1. Access Independent Living Services will establish a senior level employee (management level or higher) that will oversee the return to work process. If a health specialist is required, Access Independent Living Services will seek the services of an individual (either internally or externally) who can grant guidance and consultation before, during and potentially after the return to work process.
2. During the course of an absence, the delegated senior staff member and/or health specialist will maintain regular communication with the employee and request updated medical document as required. Once the employee has regained the capacity fit for their return for work, consideration will be given to whether to modify the employee's duties.

3. When a health specialist or physician determines that the employee is fit to work, a customized and gradual return-to-work plan is devised, in conjunction with the employee, senior management and/or health specialist, and the proposed plan is sent to the employee's treating physician for approval, when required.
4. Once approval has been received from the physician (if applicable), a return-to-work process is arranged with the established senior management employee, health specialist, the employee and a union representative or supervisor (if applicable). The approved return to work plan is reviewed amongst all parties and a formal Transitional Return to Work plan is created. The Transitional Return-to-Work Plan must have a defined end/termination date.
5. All parties review the proposed plan, discuss the details of the plan and each party confirms their agreement to the details defined in the plan by signing and dating the plan. Each party is provided with a signed and approved copy. It is the full responsibility of the employee to work within their restrictions and the responsibility of the delegated senior management employee to ensure no more is expected from the employee than what the plan documents.
6. Communication is maintained between all parties involved during the return-to-work process. A subsequent return-to-work meeting can be arranged, if the plan is unable to be completed, maintained or is deemed ineffective by both the employer and employee.
7. The delegated senior management staff or health specialist will follow-up with the employee once a return to full duties has been achieved. Once this is complete, the employee and employer will both sign-off on the termination of the plan and the file will be closed.

In the event that suitable work can be identified, Access Independent Living Services will ensure, through the staff member's personal physician and the WSIB where applicable, that the employee is capable of performing modified or accommodated duties. Access Independent Living Services will inform the employee of the available work and request that he/she report to duty. If the employee refuses to accept the modified work assignment, their continuing employment with Access Independent Living Services may be jeopardized.

Potential Accommodations in the plan may include:

- Graduated return to work, regular duties
- Modified job expectations
- Alternative duties
- Modified work site
- Job/responsibility sharing
- Difficult task assistance
- Job reassignment

Contact

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