



Policy: IASR Employment Standard Policy
 (Accessibility for Ontarians with Disabilities Act)

Approved By
 Vice President, Human Capital

Date:
 November 10, 2014

POLICY STATEMENT	This policy shall apply to every person who deals with members of the public or their agents on behalf of All Weather Windows, whether the person is an employee, agent, volunteer or otherwise.
INTENT	<p>This policy is intended to meet the requirements of the <i>Integrated Accessibility Standards, Ontario Regulation 191/11</i> for the Employment Standard set forth under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>. This policy applies to the provision of accessible employment services for people with disabilities.</p> <p>All employment services provided by All Weather Windows shall follow the principles of dignity, independence, integration and equal opportunity.</p>
DEFINITIONS	<p><u>Accessible Formats</u> – include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.</p> <p><u>Communication Supports</u> – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.</p> <p><u>Conversion Ready</u> – an electronic or digital format that facilitates conversion into an acceptable format.</p> <p><u>Information</u> – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.</p> <p><u>Kiosk</u> – an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products.</p> <p><u>Large Organization</u> – an organization with 50 or more employees in Ontario.</p> <p><u>Mobility Aid</u> – a device used to facilitate the transport, in a seated posture, of a person with a disability.</p> <p><u>Mobility Assistive Device</u> – a cane, walker or similar aid.</p> <p><u>Obligated Organization</u> – Organizations may include workplaces, businesses or services. Refers to the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization to which the standards of this Regulation apply.</p> <p><u>Performance Management</u> – activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.</p>



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Redeployment – the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Support Person – in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs, or with access to goods, services or facilities.

POLICY

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Employment Standards Overview
- C. Recruitment, Assessment and Selection
- D. Accessible Formats and Communication Supports for Employees
- E. Documented Individual Accommodation Plans
- F. Plans and Processes
- G. Return to Work and Redeployment

A. General Requirements

Establishment of Accessibility Policies and Plans

All Weather Windows will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. All Weather Windows is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in All Weather Window's policies and making these documents publicly available, in an accessible format upon request.

All Weather Windows will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR regulation. All Weather Windows will post its accessibility plans on their website, if any, and provide the plan in an accessible format upon request. All Weather Windows will review and update its accessibility plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of steps taken to implement All Weather Window's accessibility plan and post this status on its website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

All Weather Windows will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.



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Training Requirements

All Weather Windows will provide training for its employees and volunteers regarding the IASR and the Ontario *Human Rights Code*. Training will be provided for individuals who are responsible for developing All Weather Window's policies, and all other persons who provide, goods, services or facilities on behalf of All Weather Windows.

Self-Serve Kiosks

All Weather Windows will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. All Weather Windows will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

B. Employment Standards Overview

The Employment Standards regulation will expand Ontario's labour pool by ensuring people with disabilities are welcome and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

C. Recruitment, Assessment and Selection

All Weather Windows must notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants must be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. All Weather Windows must notify the successful applicant of their policies and supports for accommodating people with disabilities.

D. Accessible Formats and Communication Supports for Employees

If an employee with a disability requests it, All Weather Windows must provide or arrange for the provision of accessible formats and communication supports for the following:

1. Information needed in order to perform their job; and
2. Information that is generally available to all employees in the workplace.

All Weather Windows should consult with the employee making the request to determine the best way to provide the accessible format or communication support.



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E. Documented Individual Accommodation Plans

All Weather Windows must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

F. Plans and Processes

Any department within All Weather Windows that utilizes performance management tools, or provides career development and advancement to their employees, must respect the accessibility needs of their employees with disabilities when developing these processes. Every department within All Weather Windows must provide a tailored workplace emergency response plan or information for employees with disabilities, if their disability makes it necessary.

G. Return to Work and Redeployment

All Weather Windows must develop and have return to work processes in place for employees who are absent from work due to a disability—and require disability-related accommodations in order to return to work. All Weather Windows will need to document these processes. The return to work process must include an outline of the steps All Weather Windows will take to facilitate the employee's return to work and use documented individual accommodation plans (as described in section 28 of the regulation). If All Weather Windows uses redeployment processes, they must take into account the accessibility needs of its employees with disabilities. Redeployment may mean the reassignment of employees to other departments within the organization as



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an alternative to a “layoff”, when a particular job or department has been eliminated.
These standards do not apply to volunteers or other non-paid individuals.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Human Resources
3100 Caravelle Drive
Mississauga, Ontario
L4V 1K9
Phone: (905) 696-1514
Email: Ontario-AODAFedback@allweatherwindows.com
Website: www.allweatherwindows.com

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Referenced Documents

- Accessibility for Ontarians with Disabilities Act, 2005
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm#BK19
- Integrated Accessibility Standards, Ontario Regulation 191/11
http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm#BK0
- Ministry of Community and Social Services, *Making Ontario Accessible* (Access ON)
<http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/index.aspx>
- Ontario Human Rights Code, 1990
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm