

Policy Title:	<b>AODA INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) POLICY</b>
Approved by:	Karen Belaire, CEO
Approval Date:	December 18, 2014
Review Date:	May 30, 2017; June 22, 2021
Purpose:	This policy is intended to meet the requirements of Accessibility Standards for Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005.

**SCOPE**

This 2014-2021 accessibility plan outlines the policies and actions that SSW will put in place to improve opportunities for people with disabilities.

**STATEMENT OF COMMITMENT**

SSW is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are 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 Accessibility for Ontarians with Disabilities Act.

**GENERAL REQUIREMENTS**

**Establish Multi-Year Accessibility Plan**

- SSW will create a multi-year accessibility plan outlining strategy to identify, remove and prevent barriers and meet requirements of IASR (see Appendix A).
- The accessibility plan will be posted on our internal website and made publically available in an accessible format upon request.
- The accessibility plan will be reviewed and updated every five years and as required.
- Annual status reports will be created, reviewed and posted on our company’s website, as required.

**ACCESSIBLE EMERGENCY INFORMATION**

SSW is committed to providing the customers and clients with publically available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

**TRAINING**

SSW will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

SSW will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- All employees, volunteers, anyone who is involved in developing SSW's policies, including managers, senior leaders and CEO, will be provided training through an online e-learning module of Ontario Human Rights "Working Together: The Code and the AODA"
- Training will be provided on an ongoing basis when new employees start or when SSW's accessibility policies change
- Training records will be kept with the Human Resources department

### **INFORMATION AND COMMUNICATION**

SSW is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

In partnership with Trillium Health Partners, SSW will take the following steps to make all new websites and content on those sites conform to the requirement:

- Internet and Intranet meets technical requirements of WCAG 2.0 on required schedule
  - This applies to websites and web content that an organization controls directly or through a contractual relationship that allows for modification of the product
  - This applies to web content published on a website after January 1, 2012
- New websites and web content to Level A by January 1, 2014
- All websites and web content to Level AA by January 1, 2021 (other than live captions and audio descriptions).

SSW will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- When asked, SSW will receive and respond to feedback from its customers, employees and members of the public who have a disability.
- SSW will make feedback accessible by providing various options such as hand-written letters, telephone or email.

### **EMPLOYMENT**

SSW is committed to fair and accessible employment practices.

#### **Recruitment**

We will take the following steps to notify the public and staff that, when requested, SSW will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- All of our job postings now include the phrase "If contacted for an interview, please inform us should any accommodation be required."
- Notify selected job applicants of the availability of accommodations upon request in relation to the materials or processes used for selection.



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- Consult with the applicant and provide/arrange for suitable accommodation in a manner that meets their accessibility needs.

### **Notice to Successful Applicants**

- When making an offer of employment, we notify successful applicant of policies for accommodating employees with disabilities. Our offer letters now include the following statement:

*“This offer of employment is made conditional upon the satisfactory completion of a Pre-Placement Health Assessment, which is a mandatory requirement and a condition of your employment. This ensures that you are capable of performing the essential duties and requirements of the position, subject to any accommodation required by law. In accordance with the [Accessibility for Ontarians with Disabilities Act, 2005](#) and the Ontario Human Rights Code, SSW has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation due to a disability or a medical need, please discuss these requirements during the Pre-Placement Health Assessment so arrangements can be made for the appropriate accommodations to be in place before you commence your employment.”*

### **Informing Employees of Supports**

- Inform employees of policies supporting employees with disabilities
- Provide this information to new employees during on-boarding process
- Provide updated information on accommodation policies to employees when changes occur

### **Accessible Formats and Communication Supports for Employees**

- Provide accessible formats and communication support for job or workplace information, upon request
  - All information that is:
    - needed in order to perform the employee’s job
    - generally available to employees in the workplace
    - provided to employees in alternate format or with communication support, upon request
- Consult with employee to determine suitability of format or support

SSW will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

### **Workplace Emergency Response Information**

- Provide individualized workplace emergency response information to employees with a disability
- Provide information to designated person to provide assistance upon consent
- Provide information as soon as practicable after becoming aware of the need
- Review individualized workplace emergency response information when:
  - employee moves location

- individual plans are reviewed
- general emergency policies are reviewed

### **Documented Individual Accommodation Plans**

- We will work with the Employee Health & Safety department at Trillium Health Partners (THP) to develop an accommodation plan for an employee with disability.
- The following elements will be included in process:
  - How an employee can participate, be assessed, request assessment to determine accommodation
  - Personal information will remain private
  - The plan will be reviewed & updated, as required
  - Reasons for denied request will be communicated to the employee.
- Individual accommodation plans shall:
  - Include any information regarding accessible formats and communications support provided, if requested
  - Include individualized workplace emergency response information, if required
  - Identify any other accommodation to be provided

### **Return-to-Work**

- Develop a documented return-to-work process. We work with the Employee Health & Safety department at THP to develop such process.
- Include employer steps to facilitate return to work and use documented individual accommodation plans.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if SSW is using performance management, career development and redeployment processes:

- Review employees' accommodation plans to understand their needs and see whether adjustments need to be made to help them succeed
- Make performance management documents, such as performance plans, available in accessible formats, such as large print, when asked
- Provide feedback and coach the employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability
- When providing career development opportunities, consider what accommodations the employees with disabilities may need to learn new skills or to take on more responsibilities in their current position
- Consider what SSW could do to help the employees with disabilities succeed in other positions in the organization when they change jobs

For more information on this accessibility plan, please contact Renata Skawina, Human Resources Business Partner at: 905-287-2882, or [renata.skawina@ssw.ca](mailto:renata.skawina@ssw.ca)

Accessible formats of this document are available free upon request.



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**Legislation / Regulations**

Accessibility for Ontarians with Disabilities Act, 2005

[www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)

Ontario Regulation 413/12 made under the Accessibility for Ontarians with disabilities act, 2005

[www.e-laws.gov.on.ca/html/source/regs/english/2012/elaws\\_src\\_regs\\_r12413\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2012/elaws_src_regs_r12413_e.htm)

**References**

A Guide to the Integrated Accessibility Standards Regulation – July 2012

[www.mcass.gov.on.ca/documents/en/mcass/accessibility/iasr\\_guidelines/complete\\_guidelines.pdf](http://www.mcass.gov.on.ca/documents/en/mcass/accessibility/iasr_guidelines/complete_guidelines.pdf)

Approval:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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POLICY SIGN OFF

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I acknowledge receipt of and understanding of the SSW IASR Policy. The policy is effective (Date) until further notice.

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Signature

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Date