



POLICY NUMBER: OPPO.9005

EFFECTIVE DATE: JANUARY 1, 2014

INTERGRATED ACCESSIBILITY STANDARDS POLICY - AODA

1. POLICY STATEMENT:

Indus Community Services (Indus) 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 persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility requirements under the AODA. Indus is committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause Indus undue hardship. Under the AODA and applicable Regulations, the following standards are applicable to Indus:

- Customer Service
- General Requirements
- Information and Communications
- Employment

2. PURPOSE:

To ensure all of Indus' programs and services are accessible to everyone in the community in accordance with the accessibility standards established by the AODA.

3. SCOPE:

This policy applies to all Indus personnel and other persons who provide goods, services or facilities on behalf of Indus.

4. PROCEDURE:

4.1. Customer Service

4.1.1. Refer to Customer Service Policy – AODA - OPPO.9003

4.2. General

4.2.1. Accessibility Plan

By January 2014, Indus will establish, implement, and maintain a Multi-Year Accessibility Plan outlining its strategy to identify, remove and prevent barriers and improve accessibility for persons with disabilities in accordance with the AODA. The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Indus' website. Upon request, Indus will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

4.2.2. Training

By January 2015, Indus will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities, to:

- i. All its employees and personnel
- ii. All persons who participate in developing Indus' policies; and,
- iii. All other persons who provide goods, services or facilities on behalf of Indus

The training will be appropriate to the duties of the employees, personnel and such other persons. Employees, personnel and such other persons will be trained when changes are made to Indus' Accessibility Policies. New Employees, personnel and such other persons will be trained as soon as practicable. Indus will keep a record of the training it provides.

4.3. Information and Communications

4.3.1. Accessible Formats and Communication Supports (By January 2016)

By January 2016, upon request, Indus will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. Indus will consult with the person making the request in determining the suitability of an accessible format or communication support

4.3.2. Accessible Websites and Web Content

By January 2014, Indus will ensure that any new internet websites and web content on its current site will conform with WCAG 2.0 Level A. January 1, 2021, Indus will ensure that all its internet websites and web content will conform with WCAG 2.0 Level AA, other than, success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded).

4.3.3. Feedback

By January 2015, Indus will ensure that Indus' process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

4.3.4. Indus will also notify the public about the availability of accessible formats and communication supports.

4.4. Employment

4.4.1. Recruitment

By January 2016, Indus will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

4.4.2. Recruitment, assessment and selection

By January 2016, Indus will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. If a selected applicant requests an accommodation, Indus will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

4.4.3. Notice to Successful Applicants

By January 2016, when making offers of employment, Indus will notify the successful applicant of its policies for accommodating employees with disabilities.

4.4.4. Informing Personnel of Supports

By January 2016, Indus will inform its personnel of its policies (and any changes to those policies) used to support personnel with disabilities, including but not limited to policies on the provision of job accommodations that take into account a personnel's accessibility needs due to disability. This information will be provided to new personnel as soon as practicable after commencing employment/placement.

4.4.5. Accessible formats and communication supports for employees

By January 2016, upon the request of an employee with a disability, Indus 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, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Indus will consult with the employee making the request.

4.4.6. Workplace emergency response information

Indus will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Indus is aware of the need for accommodation due to the employee's disability. Indus will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Indus will, with the consent of the employee, provide the workplace emergency response information to the person designated by Indus to provide assistance to the employee.

Indus will review the individualized workplace emergency response information when the personnel moves to a different location in the organization, when the personnel's overall accommodations needs or plans are reviewed and when Indus reviews its general emergency response practices.

4.4.7. Documented individual accommodation plans

By January 2016, Indus will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communications supports provided 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.

4.4.8. Return to work process

By January 2016, Indus will develop and have in place a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will outline the steps Indus will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute.

4.4.9. Performance management, Career development and advancement and Redeployment

By January 2016, Indus will take into account 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.

5. RESPONSIBILITY:

- 5.1. It is the responsibility of all personnel within Indus to adhere to this policy. Failure to do so may result in disciplinary action which if deemed appropriate by the CEO may include further action up to and including termination.
- 5.2. Direct Supervisors are responsible for ensuring that all personnel are properly oriented regarding this policy.
- 5.3. Human Resources will ensure that this policy remains current with respect to any changes to legislation and will notify the CEO of such changes to ensure that this policy and any related forms are revised to reflect current and applicable legislation.

6. DEFINITIONS:

- 6.1. **“AODA”** Accessibility for Ontarions with Disabilities Act, 2005
- 6.2. **“Barrier”** as defined by the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. This includes physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
- 6.3. **“Disability”** as defined by the AODA and the Ontario Human Rights Code, means:
 - 6.3.1. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
 - 6.3.2. A condition of mental impairment or a developmental disability,
 - 6.3.3. A learning disability or a dysfunction in one of more of the processes involved in understanding or using symbols or spoken language,
 - 6.3.4. A mental disorder, or
 - 6.3.5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Ontario Workplace Safety and Insurance Act, 1997.
- 6.4. **“Employee”** for the purposes of this policy refers to all Indus employees (including full-time, part-time, casual/supply, contract and summer).
- 6.5. **“Personnel”** for the purposes of this policy refers to all Indus employees, purchase of service contractors, student placements, volunteers (including Board Members) and other third parties who deal with the public on behalf Indus.
- 6.6. **“Regulations”** for the purposes of this policy refers to the Integrated Accessibility Standards (IASR) enacted under the AODA.

7. REFERENCES:

- 7.1. Customer Service Policy # OPPO.9003
- 7.2. Customer Service Training Policy # OPPO.9004
- 7.3. Accessibility Feedback Form # GFO.9019
- 7.4. Client Relations Policy # OPPO.9012
- 7.5. Accessible Customer Service Plan - AODA – Plan # PLAN.9001
- 7.6. Multi-Year Accessibility Plan - AODA - 2014 - 23 – Plan # PLAN.9004

Policy Approvals

Date	Approved by
June 20 th , 2018	Vinitha Miranda, Director
June 25 th , 2018	Gurpreet S. Malhotra, CEO