

FCSLLG PRACTICE MANUAL			
Manual	Human Resources	Issued	27/06/2014
Policy	<b>Accessibility</b>	Effective	27/06/2014
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Version	Date of Issue	Summary of Changes	Submitted by
1	27/06/2014	Initial issue of the Policy	Jeanette M

## 1 PREAMBLE

This policy and procedure will cover areas from strategic and operational planning to organizational performance management to community engagement. Every individual internal stakeholder including: management, staff, volunteers and foster parents has a role in the implementation and monitoring of this policy and procedure.

This policy and procedure will aim to meet the needs of persons with disabilities in alignment with the key principles of the Accessibility for Ontarians with Disabilities Act of independence, dignity, integration and equality of opportunity.

## 2 RESPONSIBILITIES

### 2.01 All Staff:

- a) Attend and apply training on accessibility in the workplace.
- b) Determine alternate measures of providing service to accommodate individuals with disabilities as necessary.
- c) Follow confidentiality and consent policies as they relate to individuals with disabilities and their support persons.
- d) Notify Human Resources (HR) if employee accommodation plans are required via the Accommodation Questionnaire.
- e) Notify Human Resources of feedback pertaining to accessibility.

### 2.02 Volunteer Coordinator:

- a) Ensure all volunteers are trained on accessibility as defined by FCSSLG
- b) Maintain training records for volunteers with regards to accessibility

### 2.03 Managers:

- a) Implement the FCSSLG multi-year accessibility plan as required.
- b) In conjunction with employees with disabilities and the HR department when required, develop and review employee accommodation plans.
- c) Take into consideration the accessibility needs and individual accommodation plans of employees with disabilities during performance evaluations, career development and advancement and redeployment and transitioning.

### 2.04 Resources Manager:

- a) Ensure all foster parents are trained on accessibility as defined by FCSSLG.
- b) Maintain training records for foster parents with regards to accessibility.

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#### 2.05 **Senior Managers:**

- a) Develop and ensure the implementation of the multi-year accessibility plan.
- b) Ensure the multi-year accessibility plan is posted and is reviewed as required.
- c) Develop and post the Annual Status Report.
- d) Provide and coordinate maintenance of any assistive devices provided by FCSLLG.
- e) Ensure signage and public notification requirements are met.
- f) Ensure the notification regarding the availability of accommodation to potential employees with disabilities throughout the recruitment and hiring process.

#### 2.06 **Director of Human Resources**

- a) Ensure proper follow up is provided to individuals sharing accessibility feedback, when necessary.
- b) Ensure all staff are trained on accessibility as defined by FCSLLG.
- c) Maintain training records for all staff with regards to accessibility.

### **3 TRAINING AND ORIENTATION**

#### 3.01 **FCSLLG will provide training to employees, foster parents, volunteers and all others who deal with the public or other third parties on behalf of FCSLLG on:**

- a) An overview of the Accessibility for Ontarians with Disabilities Act and the requirements of the Customer Service and Integrated Standards,
- b) How to interact and communicate with people with various types of disabilities, taking into account their disability,
- c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person,
- d) How to use available on site equipment that may help with providing goods or services to people with disabilities , if applicable,
- e) What to do if a person with a disability is having difficulty accessing FCSLLG services, and
- f) FCSLLG's policies and procedures regarding accessibility in the workplace.

#### 3.02 **Timelines and Record Keeping**

- a) Training Records for employees will be maintained by HR.
- b) Training records for volunteers will be maintained by the Volunteer Coordinator.
- c) Training records for foster parents will be maintained by the Resources Managers.
- d) Training will occur during orientation and at least every 2 years thereafter, or when changes are made to either the policies and procedures or the legislation.

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## 4 PRACTICES

### 4.01 Multi-Year Accessibility Plan

FCSLLG will develop a multi-year accessibility plan in accordance with AODA Standards to identify steps to address existing physical, procedural and service barriers where possible and prevent future barriers.

This plan will highlight progress to date, and plans to meet future legislative deadlines. The plan will be reviewed and updated every five years. It will be made accessible to the public by way of electronic posting.

A Status Report will be prepared annually to report on progress from the multi-year accessibility plan. It will be made accessible to the public by way of electronic posting.

### 4.02 Assistive Devices

An assistive device is any piece of equipment that a person with a disability uses to help them with daily living. These include, but are not limited to: TTY devices, wheelchairs, lifts, hearing aids, oxygen tanks, and speech generating devices that read text aloud. FCSLLG will ensure that staff are trained and familiar with any assistive devices that are available on site or provided to individuals with disabilities while accessing FCSLLG goods or services.

Individuals may provide their own assistive devices for the purpose of obtaining, using and benefiting from FCSLLG goods and services provided they do not impede the safety of others. In such a case, alternative measures will be determined to accommodate the special needs of the individual in a safe and mutually acceptable manner.

It is the responsibility of the individual with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

### 4.03 Service Animals

People with disabilities may enter FCSLLG sites available to the public accompanied by a service animal unless prohibited by law. FCSLLG will use reasonable efforts to ensure that alternate means are available for accommodation on a case-by-case basis.

If it is not readily apparent that an animal is a service animal, FCSLLG may ask for documentation proving the animal's status as a service animal, and that the individual requires it for reasons relating to his or her disability.

It is the responsibility of the individual with a disability to ensure their service animal is in control at all times. This includes being responsible for the service animal's behaviour and any damage it inflicts to FCSLLG property or individuals.

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#### 4.04 **Support Persons**

In relation to a person with a disability, a support person is an individual who accompanies him or her in order to help with communication, mobility, personal care or medical needs, or with access to goods or services. A support person does not have to be a paid support worker; they can be a family member or friend.

Support persons accompanying an individual with a disability are welcome on all FCSSLG premises available to the public in accordance with normal security procedures.

Where a support person is accompanying an individual with a disability for the purpose of assisting in a discussion involving confidential information, the employee working with this individual must first secure the written consent of the individuals concerned regarding such disclosure. In addition, all support persons are required to sign a confidentiality agreement.

#### 4.05 **Employee Accommodation Plans**

FCSSLG will provide a workplace conducive to employees with disabilities through employee accommodation plans. These plans identify needs of employees with disabilities and identify accommodations required to facilitate their regular work with the Agency. These plans include a section on individual emergency response information to address any issues or difficulties that may arise during emergency situations. Please note that volunteers or unpaid staff are not included as employees under this section.

Employees identify the need for accommodation by completing the *Accommodation Questionnaire* and submitting it to human resources along with any medical documentation if desired.

The accommodation plan will be determined in a meeting between the employee, a representative from Human Resources, and the employee's manager. The employee may request a union representative and/or a support person to accompany them to this meeting. The *Employee Accommodation Plan Form* will be used to document this process.

As per regulation, the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and if so, how it can be achieved.

Upon completion, this plan must be made available to the employee in a format that is accessible to them. The employee accommodation plans will be kept in the employee's confidential medical file. The accommodation plan will only be shared with the individuals in the meeting as well as individuals designated to help the employee with a disability in an emergency, if required. Prior to sharing any information, written consent from all parties shall be obtained.

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These plans are to be reviewed as:

- a) the needs of the individual with a disability changes,
- b) there are changes in job assignment or location, or
- c) when the employer reviews it's general emergency response policies.

Employees are made aware of these provisions during orientation as well as through other means such as accessibility training or emails.

Employees with disabilities who are returning to work will have their individual needs addressed through normal return to work policy and procedure.

#### 4.06 **Accessibility Feedback**

Individuals who wish to provide feedback can do so in a variety of accessible formats:

- a) email at [accessibility@fcsllg.ca](mailto:accessibility@fcsllg.ca),
- b) in person at any FCSLLG office location, or
- c) in writing via the Accessibility Feedback Cards available at the Brockville and Perth locations.

Human Resources will record and manage responses with the assistance of other departments as required. When necessary, the Director of Human Resources or designate will follow up with the individual providing the feedback.

#### 4.07 **Notification to Public**

The policies, procedures, multi-year accessibility plan and annual status reports will be available in accessible formats to the public upon request. Notification of this availability will be posted in conspicuous locations at all FCSLLG sites.

In the event of a planned or unexpected disruption to services or facilities for individuals with disabilities, FCSLLG will notify all visitors promptly through signage. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

#### 4.08 **Employment Standards**

Notice of availability for accommodations will be made in writing to potential employees with disabilities during recruitment, the interview and selection process as well as to successful applicants.

The accessibility needs and the individual accommodation plans of employees with disabilities will be taken into account during the following processes:

- a) Performance evaluation and management process,
- b) Career development and advancement, and
- c) Redeployment and transitioning.

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## 5 APPENDICES

- 5.01 Ontario Human Rights Code, 1962
- 5.02 Accessibility for Ontarians with Disabilities Act (AODA), 2005
  - a) Ontario Regulation 429/07: Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005
  - b) Ontario Regulation 191/11: Integrated Accessibility Standards made under the Accessibility for Ontarians with Disabilities Act, 2005
- 5.03 Consent Form for Support Persons
- 5.04 Confidentiality Agreement for Support Persons
- 5.05 Accessibility Feedback Cards
- 5.06 Accommodation Questionnaire
- 5.07 Employee Accommodation Plan Form