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# Accessibility in the Workplace

## POLICY

The Agency 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 (AODA) for our staff and our clients.

## PROCEDURE

### Emergency Response Information and Assistance

1. The Agency has posted its Building Evacuation Policy on its public website.
2. We will also provide employees and visitors with disabilities with individualized evacuation assistance when necessary. An evacuation assistance request form is made available to the public on the Agency's public website. [\(Click here to access form\)](#)

### Training

1. The Agency 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, foster parents, and volunteers.
2. The Agency will ensure that all stakeholders are provided with the training needed to meet the requirements of the Accessibility for Ontarians with Disabilities Act.

### Information and Communications

1. The Agency 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.
2. The Agency will ensure existing feedback processes are accessible to people with disabilities upon request :
  - The Agency will periodically review its existing feedback process and identify methods of increasing accessibility.
  - The Agency will communicate to its employees that alternate formats of the feedback process will be provided upon request.

3. The Agency will ensure that publicly available information is made accessible upon request:
  - The Agency will inform employees that accessible formats and communication supports must be provided when a request is made.
  - Accessible format and communication supports are available upon request.
  - The Agency will notify the public about the availability of accessible formats and communication supports.
  - The Agency will ensure ongoing website compliance under the Accessibility for Ontarians with Disabilities Act.

#### Employment

1. The Agency is committed to fair and accessible employment practices.
2. The Agency will take the following steps to notify the public and staff that, when requested, the Agency will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:
  - The Agency will ensure its employment web page and job postings includes a statement indicating that accommodation will be provided upon request.
  - The Agency will ensure that correspondence to selected candidates outlines that the Agency will provide accommodation when a request is made.
  - The Agency will provide an information package to new employees that includes information on its accommodation policies.
3. The Agency will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account if the Agency is using performance management, career development and redeployment processes:
  - The Agency will review its existing performance management processes and revise as necessary to incorporate AODA requirements.
  - The Agency will review its career development and advancement processes for possible barriers and revise as necessary to incorporate AODA requirements.
  - The Agency will review its redeployment processes for possible barriers and revise as necessary to incorporate AODA requirements.

## Service Disruption

In the event of a service disruption, the Agency will notify the public of the service disruption and alternatives available. A notice will be posted at each affected site, as well as on the Agency's website.

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Date Approved: December 3, 2014

Reconfirmed:

Revised:

Approved by: Senior Management