

Grand River Personnel Limited

Title: Integrated Accessibility Standards Policy		Date of Issue: December 31, 2014
Location: Head Office – AODA Program Binder		Revision Date:
Approvals:	Signatures:	
Chris Perkins, President		
Jayne Eulenberg, Creator		

INTEGRATED ACCESSIBILITY STANDARDS POLICY

1.0 Purpose:

To fulfill the requirements of the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*, and to enable access to all goods and services for all Ontarians.

2.0 Scope

This standard applies to all management and employees internal and external of Grand River Personnel as well as all those who participate in the development of the Grand River Personnel's policies, practices and procedures and those who provide goods and services and all volunteers. This standard will cover the areas of information and communications, employment, transportation and public spaces as required.

3.0 Standard / Procedure:

Grand River Personnel 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*.

We are committed to providing accessibility in the areas of information and communications, employment, transportation and public spaces as required.

4.0 DEFINITIONS:

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; a condition of mental impairment or a developmental disability; a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken

Grand River Personnel Limited

language; a mental disorder; or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

5.0 ROLES AND RESPONSIBILITIES

Management at Grand River Personnel is committed to ensuring that the services it provides are accessible to all people and that its policy regarding accessibility is available and all employees are trained on the requirements of the policy.

All Grand River Personnel employees are responsible for taking part in the training of this policy and for following the principles and guidelines of providing accessible services to all including those with disabilities.

6.0 GENERAL PROVISIONS

- a) Grand River Personnel will create a **multi-year plan** for implementation of all government requirements of the Integrated Accessibility Standards and will post it to the Grand River Personnel website
- b) When **procuring goods and services** that relate to the business, Grand River Personnel will ensure that all services that effect the employees and clients of Grand River are created in an accessible manner
- c) Grand River Personnel does not require the use of **self-service kiosks** but will consider accessibility when implementing such a service tool.

7.0 TRAINING

Grand River Personnel will provide training to all employees, volunteers, those that participate in developing organizational policies and all others who provide goods and services on behalf of the company on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.

Areas of training will also include the Grand River Personnel policy and the four required areas of the Integrated Accessibility Standards Regulation; Information and Communications, Employment, Transportation, and Public Spaces as applicable.

Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Grand River Personnel Limited

Training Schedule:

- a) Grand River Personnel will provide training as soon as practicable in 2015.
- b) New employees will be trained as part of their new hire orientation.
- c) Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

Grand River Personnel will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

8.0 INFORMATION AND COMMUNICATIONS

(See multi-year plan for timelines)

This **policy** will be communicated to all supervisors, staff members, volunteers and external associates through email, internal meetings and through posting of the policy on the Grand River Personnel website and bulletin boards.

Grand River Personnel is committed to creating, providing (upon request) and receiving information and communications in ways that are accessible for people with disabilities.

All **forms** and communications will be made available in an accessible and suitable format upon request and in a timely manner at no cost to others.

Emergency Procedures and plans will be made available in an accessible format upon request and as soon as practicable.

Grand River Personnel shall provide customers with the opportunity to provide **feedback** in an accessible manner upon request.

Feedback forms will be available through the website location below, as well as upon request in person at our office at 842 Victoria St. N., Kitchener, ON.

Feedback can be submitted through our website, via email to the email address below, verbally by telephone to the number listed below or in writing delivered to our address below.

- chris@grandriverpersonnel.ca
- www.grandriverpersonnel.ca
- Chris Perkins
- 842 Victoria St. N., Kitchener, ON N2B 3C1, 519-576-0920 Ext. 228

Grand River Personnel is committed to making its **website accessible** according to WCAG 2.0 requirements in the event of the creation of a new website and for the existing website and its contents according to the timelines set out in the plan.(2021)

Grand River Personnel Limited

9.0 EMPLOYMENT

(See multi-year plan for timelines)

Grand River Personnel is committed to promoting the hiring of people with disabilities and will encourage employees with disabilities to disclose those disabilities to allow for better service throughout the employment cycle. This applies to paid employees.

Recruitment Process:

- a) Grand River Personnel will notify potential and existing employees about the availability of accommodation in the recruitment process through its application forms, orientation booklets, training and recruitment process.
- b) We will also strive to notify the public of the availability of accommodation in our recruitment process through the website and application process.
- c) When a request is made for an accommodation, Grand River Personnel management and staff will consult with the applicant to arrange suitable accommodations in materials and processes.

Assessment Process:

- a) Grand River is committed to providing accommodations as requested through the process of screening, interviewing, psychological and computer testing, and the assessment and evaluation of knowledge, skills and abilities.
- b) Grand River will communicate to participants that accommodations are available through the application, orientation booklet and verbally.
- c) Grand River will provide / arrange accommodation based on the person's needs due to disability.

Selection Process:

- a) Grand River will communicate its policies to support people with disabilities to applicants through its registration form and orientation booklet.
- b) Grand River will also notify current employees of their policies that support people with disabilities and job accommodation through this policy and at orientation as soon as practical.
- c) Grand River will also notify employees of any updates to the legislation or policies

Retention Process:

- a) Grand River will implement processes to meet the varied needs of employees and create an environment that encourages employees to stay employed.
- b) This will be provided by:
 - Notify successful applicants if accommodation policies
 - Inform employees of accommodation policies
 - Provide accessible formats and communication
 - Provide individual accessibility plans to those that require and upon request including individual workplace emergency response info
 - Performance management-consider the disability when reviewing performance
 - Providing the same career development and advancement opportunities to all employees including those with disabilities.

Grand River Personnel Limited

-Include disability accommodations in the Grand River return to work and redeployment process.

10.0 TRANSPORTATION

The transportation standard as required by the government Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*, does not apply to our organization, but Grand River Personnel will continue to inform staff of any upcoming changes and the impact or benefits they have to the community.

11.0 PUBLIC SPACES

This standard does not currently apply to Grand River personnel however, if Grand River is building new facilities or doing major renovations we will ensure that we follow the public spaces standard for; recreational trails, outdoor public eating areas, outdoor play spaces, exterior paths of travel, accessible parking and related services.

12.0 EVALUATION

Evaluation of this policy and its implementation will be reviewed annually and whenever changes are required under the government act.

13.0 FORMS / RECORDS

- a) This policy
- b) Multi-year plan
- c) Training records

14.0 REFERENCE MATERIALS

- a) Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act, 2005*
- b) The Human Rights Code

*Please Note: Accommodations for accessibility are available upon request.

Grand River Personnel Limited

GRAND RIVER PERSONNEL

2014-2019- Multi-year Accessibility Plan

Integrated Accessibility Standards Regulation (IASR)

<u>General Deliverables</u>	<u>Proposed Implement Date</u>	<u>Actual Completion Date</u>	<u>Legislated Date</u>
<u>Policies and Procedures</u>			2014
-Create a policy with statement of commitment	2014	2014	2014
-Approval and sign off	2014	2014	2014
-Make available to the public via the website	2014	2014	2014
-available in alternative formats upon request	2014	2014	2014
<u>Multi-year Accessibility Plan</u>	2014	2014	2014
-Develop Accessibility Plan	2014	2014	2014
-Accessible Plan-post to website	2014	2014	2014
-Continue to work on Accessibility Plan, review progress and update regularly and every 5 years.	2014-2019	2014-2019	2014-2019
-Provide alternative format upon request	2014	2014	2014
<u>Accessible Self Service Kiosk-</u> consider accessibility when creating a kiosk	2014	2014	2014
<u>Training-</u> All employees, volunteers, policy developers, and others providing goods or services on behalf of GRP –trained on IARS and Human Rights Code	2015	2015	2015
-Decide on date and type of training delivery	Jan.2015		2015
-Create training schedule	2015		2015
-Complete training records	2015		2015
<u>Information and Communications</u>			2016
-Begin to communicate availability of accessible formats in communication	2014	2014	2016
-Change documentation to reflect availability of accommodation upon request	2015		2016

Grand River Personnel Limited

-Change any documents on the website to become more accessible to devices	2015		2016
-Notify the public of the availability of accessible accommodations	2015		2016
-Ensure that all people have the ability to provide feedback in an accessible format- add email address to the website	2015		2016
-Ensure all new websites are made accessible	2014-2019	2014-2019	2014-2019
-Develop the current company website to be completely accessible	2021		2021
Employment			2016
-Create policies to ensure accessibility in the recruitment process	2015		2016
-Change registration forms and orientation booklet to reflect available accommodations	2015	Dec.2014 & Jan.2015	2016
-Create policies to ensure accessibility in the assessment process	2015		2016
-Create policies to ensure accessibility in the selection process	2015		2016
-Create policies to ensure accessibility in the retention process	2015		2016
Transportation			2014
- does not apply to our organization, but Grand River Personnel will continue to inform staff of any upcoming changes and the impact or benefits they have to the community.	2014		2014
Public Spaces	2017		2017
- standard does not currently apply to Grand River personnel however, if Grand River is building new facilities or doing major renovations we will ensure that we follow the public spaces standard for; recreational trails, outdoor public eating areas, outdoor play spaces, exterior paths of travel, accessible parking and related services.	2017-applies to newly constructed spaces		2017-applies to newly constructed spaces

Grand River Personnel Limited

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Acknowledgement & Agreement

I, _____, acknowledge that I have read and understand the Grand River Personnel policy on Integrated Accessibility Standards as part of the Accessibility for Ontarians with Disabilities Act, 2005.

Further, I agree to adhere to this Policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____

Grand River Personnel Limited

Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Food Safety and Quality Act 2001, Ontario Regulation 31/05
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990