

## POLICY and PROCEDURE

Section/Department	<b>HUMAN RESOURCES</b>	Page 1 of 5
Subject/Name:	<b>Integrated Accessibility Standards Regulation</b>	
Original Date: Jan 2019	Revision Date: January 2024	

### POLICY

- 1 Under the **Accessibility for Ontarians with Disabilities Act (AODA)**, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, the “Integrated Regulation” came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment, and transportation, as applicable. Holland Christian Homes (HCH) is included in the regulation’s definition of an “obligated organization” and must comply with the phased-in requirements of the regulation beginning January 1, 2014.
- 2 HCH is committed to working towards being compliant with all the standards under the **Accessibility for Ontarians with Disabilities Act (AODA)** as they are introduced and become law.
- 3 HCH recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.
- 4 HCH is committed to the principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.
- 5 HCH is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation , specifically in the areas of information and communications, employment and transportation, if applicable, and to meet the accessibility needs of people with disabilities in a timely manner.
- 6 HCH is committed to excellence in serving all of our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person’s disability.
- 7 HCH is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, employees, volunteers and members of the general public.
- 8 HCH is committed to promoting values that support relationships between people with disabilities and the organization.
- 9 HCH is committed to securing the involvement of people with disabilities in the development and review of its annual accessibility plan, if applicable—this requirement only applies to public sector.
- 10 HCH is committed to the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's

strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation.

- 11 HCH is committed to the incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities, as applicable.
- 12 HCH is committed to the incorporation of accessibility criteria and features when designing, procuring or acquiring self-service kiosks, when applicable.
- 13 HCH is committed to the training of all employees, volunteers, persons who deal with customers and the public on HCH's behalf, and persons participating in the development and approval of HCH policies, practices and procedures on the requirements under the Integrated Regulation and the **Human Rights Code** as it pertains to persons with disabilities.
- 14 HCH is committed to implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information and Communication, Employment and transportation, as applicable.

## **PURPOSE**

- 1 The purpose of this Statement of Policy and Procedure is to create a statement of commitment (policy) that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. HCH endeavours to provide accessibility and accommodation as prescribed in the legislation AODA.
- 2 The commitments in this policy are intended to ensure that accessibility remains a priority in HCH's decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

## **SCOPE/SPECIAL INSTRUCTIONS**

This policy applies to all customers, employees, volunteers, applicant for employment with HCH who may require employment accommodation through the recruitment, assessment, selection, and hiring process, visitors, contractors and subcontractors, and any other third-party providing goods, services or facilities on HCH's behalf.

## **PROCEDURE**

- 1 HCH will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required.
- 2 If you have questions on this policy, want to provide feedback or have a complaint,



contact your department manager, Human Resources or the CEO or designate.

## RESPONSIBILITY

- 1 The CEO or designate is responsible to ensure the application of this policy and that the organization achieves compliance with the law and creates an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the organization's systems, facilities and services.
- 2 Department Managers and direct supervisors are responsible for ensuring that all employees follow the guidelines set out in this policy.
- 3 Department Managers and direct supervisors are responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, the **Human Rights Code** and all related policies, practices and procedures.
- 4 All employees, volunteers, contractors, any other person acting on behalf of the HCH, and persons involved in the creation of HCH's policies are responsible for adhering to and following the commitments set out in this policy.
- 5 It is the responsibility of HCH to assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities.
- 6 It is the responsibility of HCH to address the identified barriers and develop a five-year plan for the removal and prevention of these barriers.
- 7 It is the responsibility of HCH to post the plan in a visible place on the premises and on the website.
- 8 It is the responsibility of HCH to provide all information relating to the plan in alternative formats upon request.
- 9 It is the responsibility of HCH to review and update the plan at least once every five years.
- 10 It is the responsibility of the CEO or designate to:
  - a. Identify and understand structures, laws, rules, policies, programs, practices and services of, or applicable to, the organization regarding accessibility and barriers to access that people with disabilities may encounter
  - b. Ensure the organization meets its obligations under the AODA to develop a multi-year accessibility plan and other requirements as required under the law.

- c. Develop and implement an accessibility plan that includes, among other things:
- The identification and prioritization of barriers that need to be addressed as per established standards over the next year and subsequent years through consultation with people with disabilities, the community (if applicable) and employees
  - Evaluate the progress made toward achieving objectives as per AODA target dates and completion dates
  - Update the multi-year accessibility (or better yet, annual) plan and make it available to the general public
  - Act as the organization's ambassador in the elimination of barriers and promotion of accessibility
  - Communicate all documents (e.g., policies, plans) to members of the organization's staff and ensure they are trained on accessibility issues and the policies and plans as required by law
  - Prepare and submit the necessary reports and documentation to the organization executives and the government
    - Examine and monitor progress to ensure the plan is being implemented accordingly and make adjustments at least four times a year

## DEFINITIONS

- 1        **“Accessible formats”** may include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.
- 2        **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 3        **“Communication supports”** may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.
- 4        **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- 5        **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 6        **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 7        **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.



- 8        **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 9        **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.
- 10       **“Reasonable efforts”** means taking approaches that meet the required needs of the individual.

## **REFERENCES & RELATED STATEMENTS OF POLICY & PROCEDURE**

### [ACCESS ON website](#)

Accessibility for Ontarians with Disabilities Act  
Ontario Human Rights Code - Learning/Working together- Code and AODA  
Accessibility Standards - Integrated Accessibility Regulations

## **ATTACHMENTS**

### **Policy:**

- Recruitment and Selection Policy (See Employment policies Chapter B – HRB001)
- Performance Management – Performance discussion Guide (See Chapter C- HRC001)
- Redeployment Performance Management and Career Advancement (See Policy # HRE006)
- Accommodation Policy and Protocol, return to work process (HRE005)
- Information and communication (HRE007)
- Multi-year Accessibility Plan
- AODA LANGUAGE & TERMINOLOGY
- Emergency Assistance Information Steps
- Workplace Emergency Response Information

