

CHATS–COMMUNITY & HOME ASSISTANCE TO SENIORS POLICY & PROCEDURE MANUAL

APPROVED BY: Chief Executive Officer

EFFECTIVE DATE: January 2016

CATEGORY: Human Resources

Last Reviewed: June 2023

Last Revised: March 2021

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ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) ACCESSIBLE EMPLOYMENT STANDARDS POLICY

CHATS is committed to providing an accessible working environment and accommodations for people with disabilities.

SCOPE:

This policy applies to all current CHATS employees, including full and part-time, casual, contract, permanent, temporary employees and volunteers. This policy also applies to employees on approved leave, including short and long-term disability leave and job applicants. This policy applies to all aspects of employment including, but not limited to recruitment, selection, training, promotion, transfers, work arrangements, compensation and benefits, and termination of employment.

PURPOSE:

To comply with the Employment Standards set out within the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Ontario Regulation 191/11.

DEFINITIONS:

Disability: is defined by the *Human Rights Code* as follows:

- a. 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 coordination, 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,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Reasonable Accommodation: for the purpose of this procedure, is an individualized process which, to the point of undue hardship, involves the removal or alleviation of barriers that prevent an otherwise capable individual from participating equally in the workplace because of a disability. For the purpose of this document, "reasonable accommodation" and "accommodation" are used interchangeably.

Undue Hardship: The point at which, having regard to all of the relevant circumstances, providing an employee with accommodation is outweighed by financial and/or institutional costs, the impact on

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other employees, health and safety considerations and/or other relevant factors involved in providing the accommodation.

POLICY:

Accessible formats and Communications Support

Upon request CHATS will make information accessible by providing or arranging accessible formats and/or communication supports.

Recruitment/Assessment and Selection of employees

CHATS will notify employees, public and applicants about accommodation during recruitment processes. Upon request, CHATS will provide and arrange accommodation/assessment and selection materials in consultation with persons with disabilities.
CHATS will inform successful applicants about policies for accommodation.

Accommodation during employment

CHATS will:

- Provide employees the opportunity to request reasonable accommodation by completing the Accommodation Request form.
- Advise employees of support that is available for employees with disabilities. Upon request, make accessible information that is required for an employee to perform their job, and information that is generally available in the workplace.
- Develop individual accommodation plans at the request of an employee with a disability.
- Develop individual return to work plans to accommodate an employee with a disability returning to the workplace.
- Take into account the accessibility needs of all employees regarding performance management, career development and advancement and redeployment.
- Develop individualized workplace emergency response information /plans for employees with disabilities.
- Provide training on the requirements of the accessibility standards to all employees.

PROCEDURE:

Person Responsible	Action
Employee	<ul style="list-style-type: none"> ▪ Notify your Supervisor/Human Resources of your needs for accommodation by completing the Accommodation Request Form. ▪ Participate in the development of the accommodation plan with your Supervisor/Human Resources. ▪ Provide current and ongoing medical documentation outlining the disability and the need for accommodation.

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	<ul style="list-style-type: none"> ▪ Participate in review of individual accommodation plans as required. ▪ Advise if a support person is participating in the development of an accommodation plan.
Human Resources	<ul style="list-style-type: none"> ▪ Advise job applicants that accommodation is available during the hiring and assessment process. ▪ Advise successful applicants of policies for accommodating employees with disabilities through offer of employment letter. ▪ Receive Accommodation Request ▪ Inform all employees about accommodation options on the job. ▪ Conduct an Ad-hoc Accessibility meeting with supervisor, employee, and if requested by the employee, a support person, to review the accommodation request and determine reasonable accommodation to be provided. ▪ Develop an individual accommodation plan in accordance with documented restrictions/limitations of employees. Provide a copy of this plan to all parties involved. ▪ Document accommodation request, review an Accessibility Plan in Goldcare ▪ Reasonable accommodation will be granted based on resources available and CHATS operational requirements. ▪ Ensure all employee information collected during the development of the plan will remain confidential unless written consent is obtained from the employee. ▪ Review the plan with the employee and supervisor at least annually or as required. ▪ Support supervisor to develop individual workplace emergency response plan. With employees consent, share with designated support people if applicable. ▪ Support supervisor to consider the accessibility needs of employees with disabilities when implementing performance management processes or when offering career development or advancement opportunities. ▪ Support supervisor to develop and implement return to work processes for employee who are absent from work due to a disability and require disability-related accommodations in order to return to work. ▪ Provide requested employment-related information in accessible formats (policies, newsletter, bulletins, H&S information, orientation materials, employee surveys, staff emails). ▪ Consult individual accommodation plans to take into account accessibility needs of the in the event of redeployment. ▪ Provide training on accessibility to all staff. ▪ Review policy annually. ▪ Participate in development of individual workplace emergency response plan with support from Human Resources.

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	<ul style="list-style-type: none"> ▪ Assess employee accessibility needs and barriers on an ongoing basis through the Staff Experience Survey.
Managers/ Supervisors	<ul style="list-style-type: none"> ▪ Develop individual accommodation plan for employees with support from Human Resources ▪ Participate in development of individual workplace emergency response plan with support from Human Resources. ▪ Monitor and evaluate the accommodation/emergency response plan. ▪ Participate in annual review of the accommodation/emergency response plan (in conjunction with Annual Performance Appraisal process. ▪ Provide requested employment-related information in accessible formats with support from Human Resources. ▪ Consider the accessibility needs of employees with disabilities when implementing performance management processes or when offering career development or advancement opportunities with support from Human Resources. ▪ Develop and implement return to work processes for employee who are absent from work due to a disability and require disability-related accommodations in order to return to work, with support from Human Resources.
Client Services	<ul style="list-style-type: none"> ▪ Assess volunteer accessibility needs and barriers on an ongoing basis through the Volunteer Satisfaction Survey
All Staff	<ul style="list-style-type: none"> ▪ Work cooperatively with Supervisors and Human Resources to support any employees who may require accommodation. This may involve support through the recruitment/selection or hiring process, assisting with providing accessible communication supports (read, text a document, large print), providing assistance in workplace emergency response and supporting tasks of department/program in accommodating another employee on an ongoing basis or through a return to work process.

OTHER RELATED POLICIES /PROCEDURES/FORMS:

1. Individual Accommodation Plan Template
2. CHATS Functional Capacity Assessment (Full) Form
3. Performance Management Program
4. Disaster & Emergency Plans
5. Return to Work Program
6. Accommodation Request Form
7. CHATS Accessibility Plan
8. Staff Experience Survey
9. Volunteer Satisfaction Survey