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| Policy Title | ACCESSIBLE EMPLOYMENT | | |
| Policy Type | Organizational | | |
| Division | Human Resources | | |
| Department | Human Resources | | |
| Topic | Accessibility | | |
| Approved By | Senior Director, HR | Approval Date | December 2019 |
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| Supersedes | 2016 OH-HR-050 | 2014 | |

PURPOSE/SCOPE

The *Accessibility for Ontarians with Disabilities Act (AODA)* and associated regulations establish accessibility standards, which the Central LHIN must meet as both an employer and provider of service. This policy addresses these standards, in accordance with the *Integrated Accessibility Standards Regulation*. This policy applies to Central LHIN and employees of Central LHIN.

STATEMENT OF COMMITMENT

Central Local Health Integration Network (LHIN) believes in treating all people in a way that allows them to maintain their dignity and independence. We support the full inclusion of persons with disabilities as set out in both the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act (AODA)*. The LHIN is 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 AODA.

POLICY

Central LHIN is committed to ensuring compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and to creating an inclusive workplace culture that promotes diversity and allows individuals with disabilities to perform to their potential.

Central LHIN will strive to:

- (a) Identify, remove and prevent barriers throughout the employment life cycle
- (b) Provide inclusive employment systems and procedures;
- (c) Support persons with disabilities with accommodation during recruitment, assessment, selection and hiring stages;
- (d) Provide individualized accommodation to support employees with disabilities;
- (e) Provide alternate formats and other related communication supports and services upon request; and
- (f) Communicate with employees with disabilities in ways that take into account their disability

Definitions

Accessible Formats: Refers to formats that are an alternative to standard formats and are accessible to people with disabilities. Accessible formats may include, but are not limited to: large print; recorded audio and electronic format; speech to text software, braille; and other formats used by persons with disabilities.

Communication Supports: Refers to supports that individuals with disabilities may need to access information. These include, but are not limited to: captioning; alternative and augmentative communication supports; screen magnifiers; plain language; sign language; and other supports that facilitate effective communications.

Disability:

1. Any degree of physical 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, brain injury any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device.
2. A condition of mental impairment or developmental disability.
3. A learning disability, or dysfunctional in one or more of the processes involved in understanding or using symbols or spoken language.
4. A mental disorder.
5. An injury or disability for which benefits were claimed or received under the insurance plan established under *Workplace Safety and Insurance Act, 1997*.

Performance Management: Activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

PROCEDURE

Responsibility

All Employees

Action

- Participate in the training provided. Become familiar with, and adhere to, the requirements set out in this Policy.
- Notify immediate supervisor and Disability Management Specialist if an accommodation need exists.
- Provide medical evidence supporting the accommodation request to clarify details required to facilitate a suitable disability accommodation.

All Managers

- Notify the Disability Management Specialist and immediate supervisor of any assistance required (due to temporary or permanent disability) in the event of an emergency so that an individual emergency response can be developed.
- Participate in and comply with any applicable return to work or accommodation plan as established in accordance with policy.
- Participate in the provided training. Become familiar with, and adhere to, the requirements of this policy.
- Monitor training records of staff to ensure participation as early as practicable.
- Provide individualized workplace emergency response information to employees who have identified a disability, if the disability is such that the individualized information is necessary and the manager is aware of the need for accommodation due to the employee's disability.
- For an employee who requires individualized workplace emergency response assistance, with employees consent, provide the necessary emergency response information to the manager or person designated to provide assistance to the employee.
- Ensure the individualized workplace emergency response is reviewed when:
 - a) the employee moves to a different location in the organization;
 - b) the employee's overall accommodations needs or plans are reviewed; and
 - c) the employer reviews its general emergency response policies.
- Take into account the accessibility needs of employees with disabilities, as well as individual disability accommodation plans, when:
 - redeploying employees with disabilities
 - using performance management processes in respect of employees with disabilities.
 - providing career development and advancement to its employees with disabilities

Human Resources

- Notify employees about the availability of disability accommodation supports in relation to the materials or processes used during the recruitment and selection process. Candidates for selection will be notified at the time an interview is offered.
- If a candidate requests accommodation of a disability during the selection process, consult with the applicant and provide, or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs.
- When making offers of employment, notify the successful applicant of and provide access to its policies for accommodating employees with disabilities.
- Coordinate the communication, training and facilitation of accessibility needs as follows:
 - a) Communicate disability accommodation opportunities to candidates during the recruitment and selection process.
 - b) Assign learning modules related to Accessible Employment.
 - c) Support LHIN employees and managers with the development of individual accommodation plans to meet the documented needs of the employee.
 - d) Ensure all staff receive training regarding this policy and the Human Rights Code as early as practicable, and as required on an ongoing basis.
 - e) Communicate significant changes to this policy to Central LHIN staff.
 - f) Meet legislative reporting and updating requirements.
 - g) Report to Senior Leadership Team and Board of Directors with respect to compliance actions annually.

Disability Management Specialist

- When an individualized accommodation plan is necessary and the employer is aware and able to accommodate a validated disability, work in conjunction with the manager, and employee to develop an individualized accommodation plan.
- Individual accommodation plans shall,
 - a) Include information regarding accessible formats and communication supports available through the LHIN and compatible with the Central LHIN systems
 - b) If required, include individualized workplace emergency response information; and
 - c) Identify any other disability accommodation that is to be provided
- Provide a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work as per Return To Work Policy.

Orientation Coordinator

- Maintain training records including (i) the dates on which training was provided, (ii) a summary of the contents of the training, and (iii) the names of the individuals to whom it was provided.

Related Policies:

Accessible Customer Service, Fire and Evacuation Policy, Return to Work Program, Recruitment and Selection Policy, Visitor Policy

Related Forms:

N/A

Related Information:

Central LHIN Accessibility Plan

External References:

[Accessibility for Ontarians with Disabilities Act](#); [Ontario Human Rights Code](#)

Review/Revision History

| Reviewed By | Consulted With | Modifications | Revision Number | Date |
|----------------------------------|---|--|------------------------|----------------------|
| <i>Director, Human Resources</i> | <i>Occupational Health Specialist, HR Consultant, Senior HR Manager</i> | <i>NEW policy to address the requirements of the Integrated Accessibility Standard related to Employment</i> | | <i>December 2014</i> |
| <i>Senior Advisor</i> | <i>AODA Advisory Group</i> | <i>Clarification of process/responsibility</i> | <i>1</i> | <i>Dec 2019</i> |