

AODA Integrated Accessibility Standards Regulation

Information & Communications Standard & Employment Standard Policies

Intent

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard and the Employment Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of information and communication services and materials for people with disabilities.

All information and communications materials and services provided by Prism Eye Institute™ shall follow the principles of dignity, independence, integration and equal opportunity.

Statement of Commitment to Accessibility

Prism Eye Institute™ (the “Organization”) believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. General Requirements
- B. Accessible Formats and Communication Supports
- C. Accessible Websites and Web Content
- D. Emergency Procedures, Plans or Public Safety Information
- E. Exceptions
- F. Feedback
- G. Employment Standards Overview
- H. Recruitment, Assessment and Selection
- I. Accessible Formats and Communication Supports for Employees
- J. Workplace Emergency Response Information
- K. Documented Individual Accommodation Plans
- L. Plans and Processes
- M. Return to Work and Redeployment

A. General Requirements

General requirements that apply across all of the three standards, *Information and Communications*, *Employment* and *Transportation* are outlined as follows.

Establishment of Accessibility Policies and Plans

The Organization will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. The Organization is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in the Organization’s policies and making these documents publicly available, in an accessible format upon request.

The Organization will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR regulation. The Organization will post its accessibility plans on their website and provide the plan in an accessible format upon request. The Organization will review and update its accessibility plan once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status updates will be prepared to report on the progress of steps taken to implement the Organization's accessibility plan and will be posted on its website. If requested, the report shall be available in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

The Organization will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

The Organization will provide training for its employees and volunteers regarding the IASR and the Ontario *Human Rights Code*. Training will be provided for individuals who are responsible for developing company policies, and all other persons who provide, goods, services or facilities on behalf of the company.

Information and Communications Standard Policy

B. Accessible Formats and Communication Supports

The Organization will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner and at no additional cost to the individual upon request. The Organization will take into account the person's accessibility needs when customizing individual requests.

C. Accessible Websites and Web Content

All departments governed by the Organization will make its web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA. Web content includes any information which resides on an internet or intranet web site.

D. Emergency Procedures, Plans or Public Safety Information

The Organization when preparing public emergency procedures, plans or public safety information will be responsible for providing the information in an accessible format or with appropriate communication supports as soon as practicable, upon request.

E. Exceptions

The *Information and Communications Standard* does not apply to products and product labels; unconvertible information or communications; or information that the organization does not control directly or indirectly through a contractual relationship. If the organization determines that information or communications are unconvertible, the organization should provide the person requesting information or communication with the following:

- a. An explanation as to why the information or communications are unconvertible;
- b. A summary of the unconvertible information or communications;

- c. Information is regarding as *unconvertible* if it is not technically feasible to convert the information or communications; or if the technology to convert the information is not readily available.

F. Feedback Process

The Organization will ensure that the processes in place for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request. The Organization will notify the public about the availability of these accessible formats.

Employment Standard Policy

G. Employment Standards Overview

The Employment Standards regulation will expand Ontario's labour pool by ensuring people with disabilities are welcome and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

H. Recruitment, Assessment and Selection

The Organization will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. The Organization will notify the successful applicant of their policies and supports for accommodating people with disabilities.

I. Accessible Formats and Communication Supports for Employees

If an employee with a disability requests it, The Organization will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace.

The Organization should consult with the employee making the request to determine the best way to provide the accessible format or communication support.

J. Workplace Emergency Response Information

Where required, the Organization will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- The Organization reviews general emergency response policies.

K. Documented Individual Accommodation Plans

The Organization will also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

L. Plans and Processes

Any department within the Organization that utilizes performance management tools, or provides career development and advancement to their employees, will respect the accessibility needs of their employees with disabilities when developing these processes. Every department within the Organization must provide a tailored workplace emergency response plan or information for employees with disabilities, if their disability makes it necessary.

M. Return to Work and Redeployment

The Organization must develop and have return to work processes in place for employees who are absent from work due to a disability—and require disability-related accommodations in order to return to work. The Organization will need to document these processes. The return to work process must include an outline of the steps the Organization will take to facilitate the employee's return to work and use documented individual accommodation plans (as described in section 28 of the regulation). If the Organization uses redeployment processes, they must take into account the accessibility needs of its employees with disabilities. Redeployment may mean the reassignment of employees to other departments within the organization as an alternative to a "layoff", when a particular job or department has been eliminated. *These standards do not apply to volunteers or other non-paid individuals.*

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

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This policy and its related procedures will be reviewed as required in the event of legislative changes.