

Accessibility for Ontarians with Disabilities Act (AODA) Policy

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Section 1: Policy

Compassion Canada is dedicated to providing accessible services and work environment for all employees, prospective employees, and stakeholders. This policy outlines the organization's compliance with Parts I and III of the *Integrated Accessibility Standards Regulation* (IASR) set forth under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This policy is inclusive of all Canadian provinces and territories and meets minimum standards and guidelines in each respective area in which Compassion Canada conducts business.

This policy ensures Compassion Canada provides services and employment practices that follow the principles of dignity, independence, integration, and equal opportunity.

Section 2: Definitions

Accessible format: Includes large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

Communication supports: Includes captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Information: Includes data, facts, and knowledge that exists in any format, including text, audio, digital, or images, and conveys meaning.

Career development and advancement: Compassion and employees will take employee's accommodations into account when an employee acquires new responsibilities. Employees might be performing new tasks while remaining in their current position or might advance to a higher position in the organization. The employee and Compassion will re-examine what the employee's accommodations are and what tasks those accommodations are used for. An employee's accommodations may remain the same even if the employee gains new responsibilities.

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

Redeployment: The reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Support person: In relation to a person with a disability, another person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs, or with access to goods, services, or facilities.

Section 3: General Principles

Establishment of Accessibility Policies and Plans

Compassion Canada will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.

The organization is committed to meeting the accessibility needs of persons with disabilities in a timely manner. This is reflected in policies which upon request will be made publicly available in an accessible format.

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. Accessibility plans will be made available in an accessible format upon request and will be posted on its website.

The organization will review and update its accessibility plan once every five years or more frequently as necessary and will establish, review, and update its accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared to report on the progress of the steps taken in implementing the companies' accessibility plan. This status report will be posted on our website. If requested, the report will be available in an accessible format.

Section 4: Training Requirements

Compassion Canada will provide training for its employees and volunteers regarding the IASR and the Ontario *Human Rights Code* related to individuals with disabilities. Training will also be provided to individuals who are responsible for developing the companies' policies, and all other persons who provide goods, services, or facilities on behalf of the organization.

Training will be provided as soon as is reasonably practicable, but no later than 2-weeks from the date in which it is issued. All new employees will be trained and all employees and volunteers retrained as changes to the companies' accessibility policies occur.

Compassion Canada will maintain records on the training provided, when it was provided, and the employees who were trained.

Section 5: Recruitment, Assessment and Selection

Compassion Canada 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 for other candidate selection methods. Where an accommodation is requested, the organization will consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

Successful applicants will be made aware of the organization's policies and supports for accommodating people with disabilities.

For more information, please refer to [Compassion Canada's Accommodation Policy](#).

Section 6: Accessible Formats and Communication Supports for Employees

Compassion Canada will ensure that employees are aware of policies for employees with disabilities and any changes to these policies as they occur. The organization will provide the information required to new employees as soon as practicable after they begin their employment.

Upon request, Compassion Canada 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 will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Section 7: Workplace Emergency Response Information

Where required, Compassion Canada will create individualized workplace emergency response plans for employees with disabilities. This information will be created in

consultation with the employee and take into account any unique challenges experienced by the individual and the physical nature of the workplace.

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; or
- The organization reviews general emergency response policies.

Section 8: Documented Individual Accommodation Plans

Compassion Canada will develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The development process for these plans will include:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed individually;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine whether accommodation can be achieved, or how it can be achieved;
- The ways that an employee can request the participation of a representative from their bargaining agent or other representative from the workplace (if the employee is not represented by a bargaining agent) for the creation of the accommodation plan;
- 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 and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation should also include information regarding accessible formats, communication supports (upon request), individualized workplace emergency response information, and any other accommodation provided.

Section 9: Return to Work

Compassion Canada will develop and implement return-to-work processes for employees who are absent from work due to a disability and require disability-related accommodations to return to work.

This process will outline the steps the organization will take to enable a smooth return to work for the employee. All steps and individual accommodation plans will be documented and created in consultation with the employee.

Section 10: Performance Management and Career Changes

Compassion Canada will consider the accessibility needs, including documented individual accommodation plans, of employees with disabilities during the organization’s performance management process. These will also be considered in the event of redeployment, or when offering career development or advancement opportunities.

Section 11: Review

This policy will be reviewed regularly to ensure that it reflects current practices of Compassion Canada as well as legislative requirements.

Section 12: Revision Control

Effective Date	Revision	Reviewer