

Version: 3.00
Date Policy Issued: December 5, 2011

Date Policy Revised: March 2017
Date Policy Approved by Senior Management: March 2017
Date Policy Reviewed: March 2017

<p>Quality Dimensions:</p> <ul style="list-style-type: none"> ▪ Accessibility ▪ Client-Centered Services ▪ Safety ▪ Worklife 	<p>Applies to:</p> <ul style="list-style-type: none"> ▪ Clients ▪ General Public ▪ Front Line Staff ▪ Management Staff ▪ Administrative Staff ▪ Volunteers ▪ Agency Staff
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POLICY STATEMENT

PACE Independent Living has established this Accessibility Policy to ensure the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. This Policy is consistent with the principles of the philosophy of independence and dignity of risk as outlined in PACE’s Philosophy Policy (1.2, SSM) and PACE’s Consumer Rights and Responsibilities (1.3, SSM).

Accessibility for Ontarians with Disabilities Act (AODA) was passed in 2005. Its goal was to make Ontario accessible for people with disabilities by 2025. This Act lays the framework for the mandatory standards on accessibility. These standards are available as an Addendum to this policy.

PACE will make every attempt to keep these policies and procedures up to date. PACE will let staff know when changes have been made to the manual.

This policy will be reviewed and revised as necessary.

Accessibility Plan

PACE will establish, implement, maintain and document a Multi-Year Accessibility Plan outlining PACE’s strategy to identify, remove and prevent barriers and increase accessibility for persons with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (see Addendum 3).

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on PACE’s website. Upon request, PACE will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

RESPONSIBILITIES

Agency

PACE will ensure that they:

PACE Independent Living

Organizational Administrative Manual

- Educate staff about the AODA, 2005 and Accessibility through training at orientation and periodically thereafter.
- Assess the program annually in conjunction with the Legislation and Guidelines.
- Review and update the policy on an annual basis.
- Communicate changes to the policy with staff and consumer.

Management

Management will ensure that they:

- Follow the Procedures of the Accessibility Policy.
- Enforce the Accessibility Policy.

EXCEPTIONS

Not applicable.

PACE RELATED POLICIES & DOCUMENTATION

- Client Rights and Responsibilities
- Complaint Policy
- Ethics at PACE
- Anti-Harassment Policy
- Quality Policy

Forms:

- Complaint Form

LEGISLATION & EXTERNAL DOCUMENTATION

- Canadian Charter of Rights and Freedoms
- Ontario Human Rights Code
- Ontarians with Disabilities (ODA), 2001
- Accessibility for Ontarians with Disabilities Act (AODA), 2005

ADDENDUM 1 Customer Service Standard

The customer service standard outlines a series of different requirements for service providers across Ontario. To achieve compliance with the standard, PACE Independent Living has:

1. Assistive Devices – Persons with disabilities may use an assistive device and PACE will ensure that staff are familiar, willing and able to assist/use any assistive devices that a person may need, such as TTY (for communication).
2. Communication – Some persons with disabilities may not use speech or reading as their primary method of communication and PACE will be willing to provide materials in different formats such as large print, auditory or with the use of some type of augmentative communication device such as a Bliss board, dynavox to accommodate these individuals.
3. Service Animals – If a person with a disability uses a service animal, such as a guide dog, the animal will be permitted on the premises of PACE unless the animal is not permitted, in keeping with other laws, and then the PACE staff will suggest appropriate alternatives.
4. Support Persons – If a person with a disability has an attendant or other support person with them the person will be permitted to accompany them on the premises.
5. Disruption of Services – If for any reason there is a planned or unexpected disruption to the access (elevators) to the PACE premises, Head Office or one of the projects, there will be notice given as soon as possible. This notice will be posted on the website, voicemail and in writing, and will include the anticipated length of time and if appropriate possible alternatives.
6. Training – PACE provides training/orientation to all staff and volunteers who provide customer service. This training will be in keeping with our overall orientation and training program that is encompassed within our Policy and Procedures. The training includes, but is not limited to, interaction with persons with disabilities; use of equipment; PACE policies/procedures; Health and Safety; Conflict Resolution and Documentation.
7. Feedback – Any customer that wishes to provide feedback on the way PACE provides services to people with disabilities can do so by contacting PACE directly (Director, Marketing and Communications, 416.789-7806) as well as through the Complaint Policy. Feedback will be forwarded to the appropriate person, dependent on the nature of the complaint, or as named in the written Complaint. Individuals can expect to hear back within ten (10) business days.

Reference: Accessibility Standards for Customer Service, Ontario Regulation 429/07 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

ADDENDUM 2 - Integrated Accessibility Standard Regulation

This standard is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005. This standard applies to the provision of accessible employment services for persons with disabilities.

Definitions

Disability – As defined by the Accessibility for Ontarians with Disabilities Act 2005 and the Ontario Human Rights Code.

Accessible Formats– Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

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

GENERAL STANDARDS

Training Requirements

PACE will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing policies, and all other persons who provide goods, services or facilities on behalf of PACE. Training will be provided as soon as is reasonably practicable. Training will be provided on an ongoing basis to new employees and as changes to PACE's accessibility policies occur.

PACE will keep a record of the training it provides, including the dates on which training is provided and the number of individuals to whom it is provided.

INFORMATION AND COMMUNICATION STANDARDS

Accessible Websites and Web Content

PACE will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this requirement is impracticable.

Feedback

PACE will ensure that the process for receiving and responding to feedback is accessible to person with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible Formats and Communication Supports

PACE will provide, or will arrange for any communication material in accessible formats upon request. PACE will do so in a timely manner. PACE will consult with the person making the request to determine the best way to provide the accessible format or communication support.

EMPLOYMENT STANDARDS

Recruitment, Assessment and Selection

PACE 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, will consult with the applicant and provide or arrange for suitable accommodation.

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

Accessible Formats and Communication Supports for Employees

PACE will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

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

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

PACE will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Workplace Emergency Response Information

Where required, PACE 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
- PACE reviews general emergency response policies.

Documented Individual Accommodation Plans

PACE 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 that 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 and how it should be done; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

Performance Management and Career Development and Advancement

PACE will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

Return to Work

PACE will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.