



CASEY HOUSE

Integrated Accessibility Policy	
Type of Policy: Human Resources	
Category: Organizational (O)	
Policy Number: O HR 01	
Applicable to: All staff, physicians, volunteers, Board and Committee members and contract personnel	
Originator(s): Chief Nursing Executive, Accessibility informant workgroup	
Approved by: Quality Committee	Original approval date: November 2016
Date of last approval: November 2016	Date of next review: November 2019
Reference Documents: Accessibility for Ontarians with Disabilities Act, 2005 Accessibility Standards for Customer Service, Ontario Regulation 429/07 Casey House Pet Policy O-HS 009 http://www.accessontario.com SMH - Providing Access Policy (2013)	

Policy Statement:

Casey House welcomes all HIV+ adults and their support networks, staff, physicians, volunteers, invited guests and the broader Casey House community. We are committed to identifying and removing structural, environmental, physical, communication and process barriers that would limit access and service, identifying risks and working to prevent any future impediments.

Casey House is committed to ensuring people with disabilities have equal opportunity to access, use, work, volunteer and visit within all of our programs and services. Utilization of personal assistive devices, personnel and/or service animals (Policy O-HS 009) is encouraged within all programs and services to maximize the benefits experienced.

Casey House is committed to the highest standard of customer service for all accessing our services, programs and physical spaces.

Background / Associated Information:

In 2005 the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA). The Act sought to progressively ensure that all businesses, services and nonprofits worked to ensure that those with disabilities were afforded equal access and opportunity. Embedded within the Act and recent amendments, has been a focus on policy and procedures, customer service training and feedback processes on organizational actions and activities as they speak to accessibility for all.

Definitions:

Assistive Devices: devices utilized by persons with disabilities to assist in carrying out activities or in accessing services. Assistive devices may include but are not limited to: wheelchairs, scooters, reading machines, recording machines, communication devices (sign language, communications board), hearing devices, canes, walkers and grasping tools

Barrier: Anything – structural, environmental, physical, communication or process – that prevents, limits or reduces a person with a disability from fully participating

Clients: Any service recipient accessing services, programs or the physical environment

Disability: as per AODA, 2005

- i. Any degree of physical disability, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, 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;
- ii. a condition of mental impairment or a developmental disability;
- iii. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- iv. a mental disorder; or
- v. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal: Any animal who accompanies a person with a disability as they are used for the person for reasons related to their disability. Service animals may accompany people with physical, cognitive or seizure related disabilities, among others.

Staff: Full/time, part-time, casual, contract employees, physicians, volunteers and students.

Support Persons: Designated individuals (who do not require special training) who are dedicated to providing physical, emotional or psychological support to an individual with disabilities within a program/service or physical space to participate fully.

Temporary Disruptions: A short-term interruption, either planned or unexpected, to service, access, programs or parts or all of the physical environment.

Workers: Any staff, physician, volunteer or contracted employee who is working for and within Casey House programs, services or physical environment.

Procedures:**1. Training**

Casey House shall ensure that training is provided to all workers on the requirements of the accessibility standards referred to in the regulations and on the *Human Rights Code* as it pertains to persons with disabilities. Training shall be scheduled and implemented by the hiring manager / director.

- Initial Training shall be provided within 3 months of, when the individual commences performing duties for Casey House
- Initial Training will be comprised of:
 - Viewing of the AODA video “AODA the Integrated Accessibility Standards Regulation (IASR) General Requirements & Human Rights Code“ available at https://www.youtube.com/watch?v=rISV_o4nGy0
 - and completing the Certificate of Completion (form #HR 005; Appendix B) by signing and providing the confirmation code, which is issued at the end of the video
 - Reading of the ‘Integrated Accessibility Policy” (policy # O HR 01)
 - Review Accessible Customer Service Standard brochure (Appendix A)
- Additional training shall be provided within 3 months of, any revisions made to this policy and/or related procedures and practices.

2. Information and Communications Standard

Casey House shall create, provide and receive information and communication in methods that are accessible to persons with disabilities.

If it is determined that it is not technically feasible to convert the information or communication, or the technology to convert the information or communication is not readily available the person requesting the information shall be provided with:

- an explanation as to why the information or communication is not convertible;
- a summary of the unconvertible information or communication.

3. Emergency Information

Casey House shall prepare emergency procedures, plans or public safety information and make the information available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

4. Feedback Process

The ultimate goal of Casey House is to meet and surpass expectations while serving individuals with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Casey House provides services to people with disabilities can be made by:

- Mail address to Accessibility Officer, 9 Huntley Street, Toronto, ON, M4Y 2K8
- E-Mail at accessibility@caseyhouse.on.ca
- Accessibility Feedback form, which can be mailed or left at the main reception at 9 Huntley Street
- Verbally by contacting Supervisor of Volunteers, Accessibility officer at 419-962-4040 ext 268.

All feedback will be directed to the Accessibility Officer. Individuals can expect to hear back in thirty days.

5. Accessible Formats and Communication Supports

Casey House shall provide or arrange for accessible formats and communication supports for persons with disabilities:

- A brochure entitled 'Accessible Customer Service Standard' (Appendix A) overviews Casey House's commitment to accessibility within its services, programs and physical space.
- Upon request, and in a timely manner that takes into account the person's accessibility needs due to a disability;
- At a cost that is no more than the regular cost charged to another person; and
- In consultation with the person making the request determine the suitability of an accessible format or with appropriate communication supports.

6. Education, Training and Materials

Casey House shall provide access to or prepare for the provision of access to accessible materials where they exist, make information about the availability of accessible materials publicly available, and provide the information in an accessible format or with appropriate communication supports, upon request.

7. Public Events and Education

We will provide the necessary communication assistance to individuals attending Casey House sponsored events and educational workshops / seminars.

Invitations to events and educational workshops / seminars will include the following statement:

If you require extra assistance or have any special requirements, please let us know when registering to ensure we can accommodate these requirements.

8. Website Accessibility

Casey House shall make their company Internet and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2014, any new web content shall conform to WCAG 2.0 Level A. By January 1, 2021 all website and web content shall conform to WCAG 2.0 Level AA.

9. Employment Standards

The Employment Standards builds upon the present requirements under the *Human Rights Code* in relation to whereby accommodate persons with disabilities through the job application process and the employment relationship. It applies in respect to workers and does not apply to volunteers and other non-paid individuals.

a) Recruitment and Selection

Casey House shall notify internal and external job applicants about the availability of accommodations upon request for applicants with disabilities. This may take the form of

a notice posted to the company website or a statement on a job posting for which “accommodation for applicants with disabilities is available upon request.” In addition, job applicants who have been selected to participate in an assessment or selection process shall be notified that accommodations are available. The related materials or processes required specific to the job applicant’s disability shall be discussed in consultation with the applicant.

b) Worker Notification

Casey House shall inform workers of policies and procedures including those on the provision of job accommodation that take into account a worker’s accessibility needs. This information shall be provided to new workers as soon as practical after they commences performing their duties with Casey House Once the applicable support is identified, Corporate Health (SMH) will make recommendations on how best for Casey House to accommodate the worker on all return to work processes and accommodations.

c) Accessible Formats and Communication Supports for Workers

In addition, and where a worker with a disability requests it, Casey House shall consult with the worker to provide or arrange for the provision of accessible formats and communication supports for:

- Information that is needed in order to perform the job tasks;
- Information that is generally available to workers in the workplace;
- Consult with the worker making the request in determining the suitability of an accessible format or communication support.

d) Individual Accommodation Plan

Casey House shall develop, maintain and document an individual accommodation plan for workers with disabilities to meet requirements under the Employment Standards that reflects their role, responsibilities and scope of practice. Information regarding accessible formats and communication supports shall be covered in individual accommodation plans.

e) Performance Management, Career Development, Advancement, and Redeployment

Casey House shall examine the accessibility needs of workers with disabilities when handling performance management, providing career development and advancement to workers, and if redeploying workers to other locations or workgroups.

f) Workplace Emergency Response

Where the worker with a disability requires assistance, Casey House shall, in consultation with the worker, provide an assigned support person(s) to assist during emergency situations that require evacuation of the premises. The individualized workplace emergency plan or process shall be shared with the support person(s), only

with full agreement by the worker ensuring their privacy at all times. Casey House shall review the individual workplace emergency information when or if the worker moves to a different location or workgroup, or there is a change to their disability, with the reporting supervisor, human resources specialist and the worker.

In addition, a general, emergency evacuation process shall be in place for any facility that may have visitors with disabilities that require further assistance. This process shall be communicated to all workers.

10. Temporary Disruptions

Casey House will provide individuals with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and reception areas of our facilities and posted on our web site.

11. Policy Review

Casey House is responsible for reviewing this policy every three (3) years and implementing recommended amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

Management personnel will ensure that they and their workers under their supervision are familiar with this policy.

Monitoring and Contraventions

Management personnel will monitor current practices to ensure compliance. Failure to comply with this policy may result in disciplinary action, up to and including dismissal.

Please note

This policy is subject to amendment and/or revocation at the company's sole discretion, without prior notice to workers.

Appendix

- A – Accessible Customer Service Standard
- B – Certificate of Completion (Form # HR 005)

References:

Please see page 1.