

TITLE:	Accessibility Employment Standards		
Manual/Policy#:	Corporate Manual H05	Entity:	AGH/ CPDMH/ FVM/ LCPS
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1. POLICY STATEMENT:

Almonte General Hospital, Carleton Place & District Memorial Hospital, Fairview Manor and Lanark County Paramedic Service (the “Organizations”) are committed to equitable, fair and accessible employment practices including the timely accommodation of employees with disabilities as defined in the *Accessibility for Ontarians with Disabilities Act, 2005* and associated Regulations. The Organizations are also committed to fostering an inclusive workplace that respects the dignity and diversity of all individuals.

2. SCOPE:

This policy applies to the provision of goods, services or facilities to employees by the Organizations.

3. GUIDING PRINCIPLES:

N/A

4. DEFINITIONS:

Duty to Accommodate: The employer has a legal obligation to accommodate individual(s) to the point of undue hardship based on any of the protected grounds identified within the Human Rights Act.

Undue Hardship: The Code prescribes only three considerations when assessing whether an accommodation would cause undue hardship: cost, outside sources of funding and health and safety requirements, if any that would make it impossible or very difficult for an employer or service provider to meet the duty to accommodate. Accommodation need not be provided if it causes undue or excessive hardship. However, some degree of hardship is acceptable.

Disability:

- (a) any degree of physical disability, 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, 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,

- (b) a condition of mental impairment or a developmental disability
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Career Development and advancement includes providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in the Organizations that may be higher in pay, provided greater responsibility or be at a higher level in the Organizations or any combination of them and for both additional responsibilities and employee movement, is usually based on merit or seniority or a combination of both.

Performance management means activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Recruitment is the process of finding and hiring the best-qualified candidate. The recruitment process includes analyzing the requirements of a job, attracting employees to that job, screening and selecting applicants, hiring, and integrating the new employee to the organizations. The Organizations are committed to inclusive recruitment practices that attract a diverse applicant pool and remove systemic barriers.

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

Equity means the fair treatment, access, opportunity, and advancement for all people .

5. PROCEDURE:

5.1 Recruitment Process

During the process of recruitment, the Organizations shall do the following:

- Notify its employees and the public about the availability of accommodations for applicants with disabilities in recruitment processes;
- Notify job applicants when they are selected to participate in an assessment or selection process that accommodations are available in relation to the materials or processes to be used;
- Consult with the applicant to provide or arrange for the provision of suitable accommodations that take into account the applicants accessibility needs;
- When making offers of employment, the Organizations will notify the successful applicant of the Organizations policies for accommodating employees with disabilities.

5.2 Responsibility

It is the responsibility of the Senior Team, Human Resources, Occupational Health, Department Managers, and Supervisors to ensure that all employees follow the guidelines set out in this policy. All supervisors, managers and staff receive training on inclusive

practices. Any revisions to this policy will be communicated, in a timely manner, through established department communication processes and during annual education sessions.

The Senior Team, Department Managers and Supervisors are responsible to insure that all employees are trained under the Integrated Accessibility Standards for Employment, practices and procedures.

5.3 Communication

The Organizations are committed to informing employees of the policies used to support its employees with disabilities including those on the provision of job accommodation that take into account an employee's accessibility needs. This information will be provided to new employees as soon as practical after they begin their employment with the Organizations.

Updated information will be provided to employees whenever there is a change to existing policies on the provisions of job accommodations.

When requested by an employee, the Organizations will consult with the employee to provide or arrange for the provision of accessible formats and communication support needed to perform the employee's job and information generally available to employees in the workplace.

5.4 Emergency Response

The Organizations are committed to providing individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the organization has been made aware of the need for accommodation due to the employee's disability.

An Individualized Emergency Response Plan (Appendix B) will be provided to employees with a disability to complete and return to Occupational Health Services (OHS). The information collected will form the Individualized Emergency Response Plan which will help determine appropriate and effective workplace responses during an emergency. Alternate formats will be available if required. With the employee's consent, we will provide workplace emergency information to the designated person who is providing assistance to that employee during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability. Appendix A - Consent to Share Individualized Emergency Response Plan will also be completed and attached to the Individualized Emergency Response Plan.

Individualized workplace emergency response information will be reviewed when an employee moves to a different location in the organizations, when the employee's overall accommodation needs or plans are reviewed and when the organization reviews its emergency response policies.

5.5 Individual Plans and Return-to-Work

5.5.1 Accommodation Plan

The Organizations are committed to accommodating people with disabilities and will use the following process to identify and meet employee accommodation needs.

Accommodation can be:

- Requested by the employee
- Identified by the employee's manager or OHS

Information will be collected on the employee's functional abilities, not the nature of the employee's disability. The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need it to perform the accommodation process.

The employee and OHS will work together to find the most appropriate accommodation. A medical or other expert may be engaged (at the company's expense) to help determine if/how the employee's needs can be accommodated.

The employee may ask a bargaining agent or other workplace representative to participate in the process.

After identifying the most appropriate accommodation(s), the details will be documented in a written plan (APPENDIX C) including:

- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee emergency information and or emergency response plan (if applicable)
- When the plan will be reviewed and updated

OHS will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation.

After implementing the accommodation plan, the employee and OHS will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's accommodation plan. If the accommodation is no longer appropriate, the employee and OHS will reassess the situation and update the plan.

The accommodation plan will also be reviewed and updated if:

- The employee's work location or position changes
- The nature of the employee's disability changes

5.5.2 Return-to-Work

The Organizations are committed to supporting employees who have been absent from work due to a disability. We will use the following process to help employees who require accommodation to return to work.

If an employee needs to take a disability leave, they will inform OHS. The employee and OHS will maintain regular contact, with the employee's consent, to address any problems that may arise and facilitate the Return-to-Work process by completing the Return-to-Work Plan (Appendix D).

Occupational Health Services:

- Provides the employee with Return-to-Work information
- Helps resolve any problems with treatment if requested to do so by the employee
- Maintains regular contact with the employee
- Ensures work practices are safe for returning employee

- Assists with identifying accommodations
- Assists with analyzing the demands of each job task

Employee

- Gets and follows the appropriate medical treatment
- Provides updates about their progress, including information about their functional ability to perform the job
- Provides their health care provider with the Return-to-Work information

Health care provider(s), union/workplace representative(s) and health and safety professional(s) may also participate in the process, if needed.

The Organizations shall take into account the accessibility needs of employees with disabilities and individual accommodation plans in performance management processes when providing career development and advancement opportunities and when considering redeployment of employees with disabilities.

Depending on circumstances, the employee may:

- return to the original position
- return to the original position with accommodation(s) on a temporary or permanent basis
- return to an alternate position on a temporary or permanent basis

The Return-to-Work Plan should be attached to the employee's individual accommodation plan.

After implementing the Return-to-Work plan, the employee and OHS will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation and update the plan.

6. REFERENCES

Employment Standards - Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standard, Ontario Regulation 191-11
Ontario Human Rights Code
Ontario Human Rights Commission Glossary:
<https://www.chrc-ccdp.gc.ca/en/resources/glossary#g12>

7. APPENDICES:

APPENDIX A – Consent to Share - Individualized Emergency Response Plan
APPENDIX B – Individual Emergency Response Plan
APPENDIX C – Individual Accommodation Plan
APPENDIX D – Return to Work Plan

Evaluation: This policy will be evaluated every two years and / or amended when additional accessibility regulations are enacted by the Government of Ontario.