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	TITLE: AODA – ACCESSIBILITY STANDARDS REGULATION (IASR) POLICY	Revision No.: 2.0	
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APPLICABLE TO	ALL STAFF	Date Revised: Nov/30/2023	
Reviewed by: (JHSC Committee)	Worker Rep: Steve Stoer 	Approved by:	President: Peter Weber 
	Employer Rep: Frederick Oplado 		

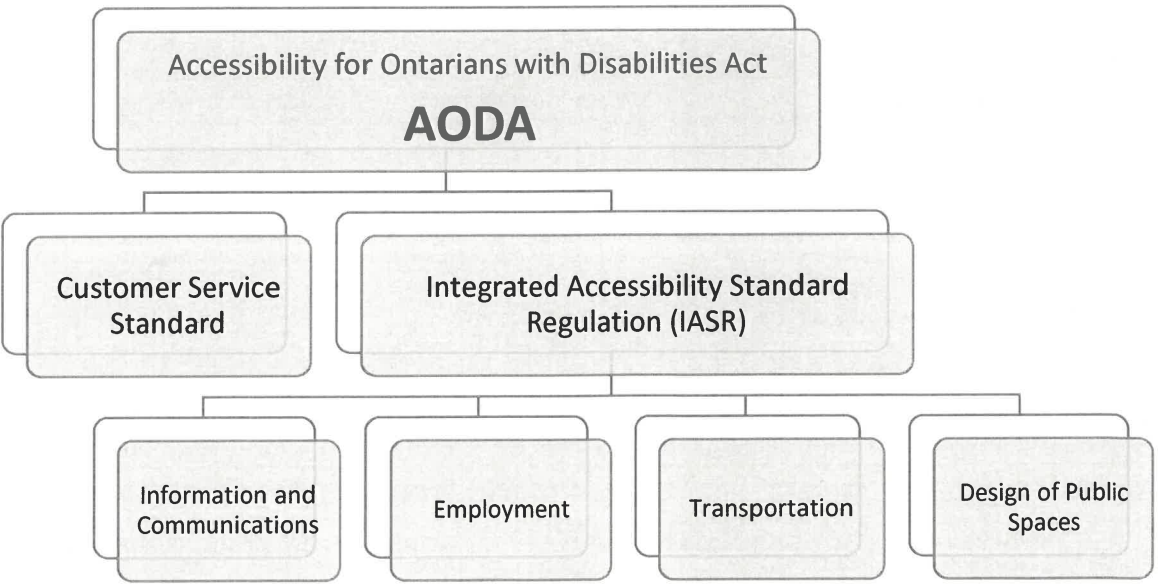
1. Purpose and Background

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). The objective is to ensure Ontario is accessible by 2025 – by developing and enforcing certain accessibility standards.

The standards are made into laws called regulations, and they provide the details to help meet the goal of the AODA. The AODA is the foundation on which the standards are built. The purpose of developing and implementing accessibility standards is to identify, remove and prevent barriers for people with disabilities in key areas of daily living.

The Customer Service Standard was the first accessibility standard to become law as a regulation. Public sector organizations were required to comply by January 1, 2010 while other providers of goods or services were required to comply by January 1, 2012.

The Integrated Accessibility Standard Regulation consists of several accessibility standards contained in one regulation.



2. Statement of Commitment

WSI / King is committed to providing a respectful, welcoming, accessible, and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person's disability and embodies the principles of integration and equal opportunity.

WSI / King is committed to becoming a barrier free environment and meeting the requirements of all existing legislation and its own policies and goals related to identifying, removing and preventing barriers to people with disabilities that might interfere with their ability to interact with WSI / King.

WSI / King is committed to, and will strive to ensure that, the Accessibility for Ontarians with Disabilities Act (AODA), 2005, its regulations, standards and all other relevant legislation concerning accessibility, are observed in a timely fashion.

3. Accountabilities and Responsibilities

3.1 WSI / King President is accountable to and responsible for:

- The governance of this policy.
- Corporate liability for compliance with legislative requirements, including fiscal responsibility, human costs and human rights issues.
- Support and promote the policy in their area of direct report and throughout the organization.
- Drive the culture to a high level of understanding regarding disability and accommodation.
- Supporting and educating managers in their obligations.
- Providing education to all employees in AODA requirements.

3.2 WSI / King Managers are accountable to and responsible for:

- Fostering open and constructive communication.
- Demonstrating sensitivity to and respect confidentiality of information.
- Raising awareness to facilitate understanding of the policy.
- Participating and co-operating to facilitate workplace accommodation.
- Acting as a resource for all parties and participants.

3.3 WSI / King Employees are accountable to and responsible for:

- Participating and cooperating with all parties to facilitate workplace accommodation.

4. General Definitions:

Accessible Formats: include, but are not limited to accessible electronic formats, Braille, text transcripts, large print, recorded audio, and other formats accessible to persons with disabilities.

Assistive Device: a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices

that members and guests bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barriers: as defined by the Ontarians with Disabilities Act, 2001, anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. This includes:

- a physical barrier,
- an architectural barrier,
- an informational or communications barrier,
- an attitudinal barrier,
- a policy, practice and procedure barrier.

Communication Supports: include but are not limited to sign language, plain language and other communication supports that facilitate effective communications.

Disability: a key feature of the AODA is its definition of "disability". Under the AODA, the definition of "disability" is the same as the definition in the Ontario Human Rights Code:

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

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go. This is a broad definition, and one that must be considered closely when educating our employees in the appropriate response to our customers.

5. Administration

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

Nelly de Melo

WSI Sign Systems Ltd. & KING Architectural Products

Tel: 905-857-8044 Ext. 229 Fax: 905-857-3997 Email: HRinfo@WSISign.com

6. Accessibility Plan

The Accessibility Plan was developed in consultation with the Joint Health and Safety Committee at WSI/ King that helped to identify barriers that prevent a person with a disability from fully participating in

aspects of society because of his or her disability (such as attitudinal, information or communication, technology, organizational and physical) within the stated goals of the IASR.

The Accessibility Plan will be reviewed and updated at least once every five years.

7. Applicable IASR Standards

A. Information and Communication Standards

Accessible Formats and Communication Supports

WSI/King will, upon request and consultation, endeavour to provide information and communications under our control about our services to people with disabilities using the appropriate accessible format or communication support wherever possible, in a timely manner and on par with the fee charged to others for the same information. WSI/King will notify the third parties about the availability of accessible formats and communications supports. WSI/King will review and determine its current offerings of accessible formats and communications supports and will engage in an ongoing process of identifying additional accessible formats and communications supports that may be offered by WSI/King.

Accessible Websites and Web Content

WSI/King will ensure the website, content, and applications directly controlled by WSI/King or through its contractual relationships, will be in conformity with WCAG 2.0 Level AA, as required by the IASR, by January 1, 2021, as practicable.

Feedback

WSI/King will ensure that its processes for receiving and responding to feedback are made available to persons with disabilities, whether clients, members of the public or employees, in an appropriate, accessible format or communication support, upon their request, and that members of the public are notified of the availability of such an option. WSI/King reviewed its current feedback processes to ensure they were accessible and in compliance with the IASR.

B. Employment Standards

Recruitment

WSI/King will notify its employees and external applicants about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

WSI/King will ensure that job applicants are notified when they are individually selected to participate in the assessment or selection process and that accommodation for disabilities are made available upon request in relation to the materials or processes to be used. WSI/King will consult with individuals who request accommodations and will provide for appropriate accommodations.

Leading Practice: WSI/King welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Notice to Successful Applicants

When presenting offers of employment, WSI/King will notify the successful applicant of its policies for accommodating employees with disabilities.

Leading Practice: WSI/King has an accommodation process in place that provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please contact **Nelly de Melo** at (905) 857-8044 or by e-mail at HRinfo@WSISign.com. This ensures that the appropriate accommodations are in place before you begin your employment.

Informing Employees of Supports

WSI / King will ensure that employees are informed of all accessibility policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon request of an employee with a disability, WSI / King will consult with the employee to provide or arrange for accessible formats and communication supports for information that is needed to perform his/her job, and information that is available to other employees. In order to determine the suitability of an accessible format or communication support, WSI/King will consult with the employee making the request. Accessible formats and communications support regarding general workplace information will also be provided to employees with disabilities.

Workplace Emergency Response Information

WSI/King provides employees with disabilities individualized workplace emergency response information when the employee's disability is such that the information is required, and WSI/King has been informed of the need to accommodate the employee's disability.

Documented Individual Accommodation Plans

WSI/King currently accommodate the needs of its employees with disabilities as required under the Ontario Human Rights Code. WSI/King will develop individualized accommodation plans for its employees with disabilities, as WSI/King is made aware. The process by which WSI / King will consult, develop, determine, document, review and routinely update the individualized accommodation plan will be formalized. WSI/King will implement and maintain measures effective to maintain the privacy of its employees with disabilities.

Return to Work Process

WSI/King will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work.

The return-to-work process will clearly define and outline the steps WSI/King will take to facilitate the return to work and will include documented accommodation plans for each individual as part of the process. The above stated return to work process will not replace, hinder, or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

Performance Management

WSI/King will continue to consider the accessibility needs of employees with disabilities as well as individual accommodation plans, when conducting performance management reviews.

8. Reference and Related Documents

- Ontarians with Disabilities Act, 2001
- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Regulation 429/07 – Accessibility Standards for Customer Service
- Ontario Human Rights Code
- WSI/King AODA-POL-02– Customer Service Policy