



## HUMAN RESOURCES POLICY

### AODA - The Integrated Accessibility Standard

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#### 1 PURPOSE

- 1.1 The purpose of this policy is to create a statement of commitment that provides a framework within which accessibility plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. Canadian Mental Health Association York Region (CMHA-YR) endeavours to provide accessibility and accommodation as prescribed in the AODA.
- 1.2 The commitments in the policy are intended to ensure that accessibility remains a priority in CMHA-YR's decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

#### 2 SCOPE

- 2.1 This policy applies to CMHA-YR's employees, volunteers, students, contractors, clients, applicants for employment with CMHA-YR who may require employment accommodation through the recruitment, assessment, selection and hiring process.
- 2.2 This policy also applies to CMHA-YR's visitors and any other third party providing services or facilities on CMHA-YR's behalf.

#### 3 POLICY

- 3.1 Ontario Regulation 191/11, under the AODA, the "*Integrated Accessibility Standards Regulation*" (hence forward referred to as the Integrated Regulation) - establishes accessibility standards for information and communications, employment and design of public spaces. CMHA-YR is included in the regulation's definition of an "obligated organization" and must comply with the phased-in requirements of the regulation for large organizations beginning January 1, 2013.

- 3.2 CMHA-YR is committed to working towards being compliant with all the standards under the Accessibility for Ontarians with Disabilities Act as they are introduced and become law.
- 3.3 CMHA-YR recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.
- 3.4 CMHA-YR is committed to the principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.
- 3.5 CMHA-YR is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of information and communications, employment and to meet the accessibility needs of people with disabilities in a timely manner.
- 3.6 CMHA-YR is committed to excellence in serving all of our clients, including people with disabilities. When providing information to, or communication with, a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability.
- 3.7 CMHA-YR is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to clients, employees, volunteers, students, contractors, and members of the general public.
- 3.8 CMHA-YR is committed to promoting values that support relationships between people with disabilities and the organization.
- 3.9 CMHA-YR is committed to securing the involvement of people with disabilities in the development and review of its annual accessibility plan.
- 3.10 CMHA-YR is committed to the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation.
- 3.11 CMHA-YR is committed to the incorporation of accessibility criteria and having regard for accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.
- 3.12 CMHA-YR is committed to the training of all employees, volunteers, persons who deal with customers and the public on CMHA-YR's behalf, and persons participating in the development and approval of CMHA-YR's policies, practices and procedures on the requirements under the Integrated Regulation and the Human Rights Code as it pertains to persons with disabilities.

- 3.13 CMHA-YR is committed to implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information and Communication and Employment.

## 4 DEFINITIONS

### Accessible Formats

May include, but are not limited to, large print, recorded audio and electronic formats, and other formats usable by persons with disabilities.

### Accommodation

Means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

### Communication supports

May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, and other supports that facilitate effective communications.

### Communications

Means the interaction between two or more persons or entities, or any combination of them. Where information is provided, sent or received.

### Dignity

Means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.

### Equal opportunity

Means service is provided to individuals in such a way that they have an opportunity to access services equal to that given to others.

### Independence

Means when a person is able to do things on their own without unnecessary help or interference from others.

### Information

Includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.

### Integration

Means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access services.

### Reasonable Efforts

Means taking approaches that meet the required needs of the individual.

## **5 RESPONSIBILITIES**

### AODA Advisory Committee

The Accessibility Advisory Committee established by CMHA-YR is the administrative entity responsible for the administration of this policy. It is the responsibility of this committee to ensure the application of this policy and that the organization achieves compliance with the law and creates an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the organization's systems, facilities and services.

### Direct Supervisor

- is responsible for ensuring that all employees follow the guidelines set out in this policy.
- Is responsible to ensure all employees are trained under the Accessibility Regulations and Standards under the AODA, Human Rights Code and all related policies, practices and procedures.

### Stakeholders

All employees, volunteers, students, contractors and any other person acting on behalf of the CMHA, and persons involved in developing CMHA's policies are responsible for adhering to and following the commitments set out in this policy.

## **6 PROCEDURES**

- 6.1 CMHA through its AODA Advisory Committee will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. CMHA will also report on performance in relation to established accessibility goals and targets.
- 6.2 Any questions on this policy, want to provide feedback or have a complaint, contact the member from AODA Advisory Committee or any Management staff.

## **7 ATTACHMENTS AND LINKS**

The Integrated Accessibility Standard Booklet.pdf

[AODA- Statement of Commitment](#)

[AODA - Information and Communication Policy](#)

[AODA - Redeployment, Performance Management and Career Advancement](#)

[HR Policy: Recruitment and Selection Protocol](#)

[HR Policy: Workplace Accommodation](#)

[Protocol: Workplace Accommodation](#)

[HR Policy - Return To Work](#)

[HR Form: Employee Individualized Emergency Response Plan](#)

[HR Form: Employee Emergency Information Worksheet](#)