


<b>Integrated Accessibility Standards Policy</b>	<b>Approved for Directors Board</b>	<b>Date January 18th 2017</b>	
<b>Policies of information, communications and employment</b>	<b>000A</b>	Révision 1	

## 1. Commitment / Policy Statement

In order to achieve its mission, La Ribambelle, endeavors at all times to offer products and services that enhance independence, dignity, integrity and equality and supports the full inclusion of people as set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”). As part of our commitment, we strive to offer persons with a disability the same opportunity of access to our products and services.

La Ribambelle shall use every effort to ensure that we meet the needs of persons with disabilities in a timely manner, through the implementation of this policy.


### 1.1 Information Guidelines

Under the AODA all public and private sector organizations must meet the requirements of accessibility standards established by regulation. This policy establishes the Integrated Accessibility Standards Regulation in the areas of Information and Communications and Employment for La Ribambelle in accordance with Ontario Regulation 191/11 (the “Regulation”) under the AODA.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. This policy has been drafted in accordance with the Regulation and addresses how La Ribambelle achieves accessibility through meeting the Regulation's requirements. This policy will be implemented in accordance with the time frames established by the Regulation and it provides the overall strategic direction that we will follow to provide accessibility supports to persons with disabilities.

In addition, La Ribambelle will develop and maintain an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years. Upon request, La Ribambelle will provide a copy of the Accessibility Plan in an accessible format.

La Ribambelle is governed by this policy as well as the Accessible Customer Service Policy and the AODA in meeting the accessibility needs of persons with disabilities.

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## **2. Training employees and volunteers**

La Ribambelle will ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,

- all employees, and volunteers;
- all persons who participate in developing the organization’s policies; and
- all other persons who provide goods, services or facilities on behalf of the organization.

The training on the requirements of the accessibility standards and on the Human Rights Code will be appropriate to the duties of the employees, volunteers and other persons.

Training will be provided as soon as practicable. La Ribambelle will provide training in respect of any changes to the policies described on an ongoing basis. La Ribambelle will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.


## **3. Information and communications standards**

La Ribambelle will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If La Ribambelle determines that it is not technically feasible to convert the information, the Company will provide the person that requires the information with an explanation as to why the information or communications are unconvertible; and a summary of the unconvertible information or communications.

### **3.1 Feedback**

La Ribambelle has a process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request.

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### **3.2 Accessible Formats and Communications Supports**

La Ribambelle, upon request will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities,

- in a timely manner that takes into account the person’s accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons.

La Ribambelle will consult with the person making the request in determining the suitability of an accessible format or communication support. La Ribambelle will notify the public about the availability of accessible formats and communication supports. This policy will also be available on our website.

### **3.3 Emergency Procedures, Plans or Public Safety Information**

If La Ribambelle prepares emergency procedures, plans or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### **3.4 Accessible Web sites and Web Content**


La Ribambelle will ensure that our Internet websites meet the requirements of the AODA standard, including web content, and will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A, except where this is impracticable.

## **4. Employment Standards**

The Employment Standard builds upon the existing requirements under the *Ontario Human Rights Code* in relation to how we provide accessibility throughout the entire employment cycle.

### **4.1 Scope**

It applies in respect to employees and does not apply to volunteers and other non-paid individuals.

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## **4.2 Recruitment**

La Ribambelle will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.

During a recruitment process, La Ribambelle will notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, La Ribambelle shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

The successful applicants will be notify of the policies for accommodating employees with disabilities.

## **4.3 Informing Employees of Supports**

La Ribambelle will inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.


La Ribambelle will provide the information required under this section to new employees as soon as practicable after they begin their employment.

La Ribambelle will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

## **4.4 Accessible Formats and Communication Supports for Employees**

In addition and where an employee with a disability requests it, La Ribambelle will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace.

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La Ribambelle will also consult with the employee making the request in determining the suitability of an accessible format or communication support.

#### **4.5 Workplace Emergency Response Information**

La Ribambelle will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and La Ribambelle is aware of the need for accommodation due to the employee's disability.

If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, La Ribambelle will provide the workplace emergency response information to the person designated by La Ribambelle to provide assistance to the employee.

La Ribambelle will provide the information required under this section as soon as practicable after it becomes aware of the need for accommodation due to the employee's disability.

La Ribambelle will review the individualized workplace emergency response information,


- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

#### **4.6 Documented Individual Accommodation Plans**

La Ribambelle will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

The process for the development of documented individual accommodation plans shall include the following elements:

1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
2. The means by which the employee is assessed on an individual basis.
3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.

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4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
5. The steps taken to protect the privacy of the employee's personal information.
6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans shall,

- a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;
- b) if required, include individualized workplace emergency response information, as described in section 27; and
- c) identify any other accommodation that is to be provided.


#### **4.7 Return to Work Process**

La Ribambelle maintains a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

The return to work process shall,

- a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and
- b) use individual documented accommodation plans, as part of the process.

The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

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#### **4.8 Performance Management**

La Ribambelle will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.

#### **4.9 Career Development and Advancement**

La Ribambelle will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.

#### **4.10 Redeployment**

La Ribambelle will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

### **QUESTIONS ABOUT THIS POLICY**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

This policy will be posted on the website and La Ribambelle will provide a copy of the policy in an accessible format, upon request. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by the Human resources Manager, 403 Springbank Drive, London, Ontario N6J 1G7; telephone: 519 472 2334.