

POLICY NO. 119	TITLE Integrated Accessibility Standards Regulation (ASR)	DATE CREATED December 2020
DEPARTMENT People & Culture	AUTHORIZED BY <i>David marcy</i>	DATE REVISED August 2023
REVISION 2	MANAGING DEPARTMENT LEAD Director of People & Culture	DATE REVIEWED August 2023

119.1 PURPOSE/SCOPE

The goal of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. The Act requires employers to ensure that its policies, practices, and procedures are consistent with the core principles of dignity, equality of opportunity, integration and independence.

119.1.1 Commitment

In fulfilling our mission, Services and Housing In the Province (SHIP) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services equitably. Services and Housing In the Province (SHIP) is committed to meeting the accessibility needs of persons with disabilities, wherever possible, in a timely manner.

119.1.2 Application

The policy applies to all persons who, on behalf of Services and Housing In the Province (SHIP), interact with clients, members of the public or other third parties. This includes our employees, volunteers, students, and contracted services, except where otherwise noted.

119.1.3 Core Principles of the Policy

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- **Dignity** - Persons with a disability must be treated as valued persons as deserving of service as any other person;
- **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services;
- **Integration** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person’s individual needs;

- **Independence** – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

119.2 POLICY/PROCEDURES

119.2.1 Customer Service Standard

Services and Housing In the Province (SHIP) has met all the requirements of the AODA, Customer Service Standard, including creating a policy (see policy 0046 - SHIP - HS - Accessibility Standard for Customer Service (AODA)) which includes: training of staff and volunteers regarding assistive devices that could be used by other staff, volunteers, clients, family members or visitors to the SHIP; tracking of training records; accommodation for the use of support animals wherever possible; providing notice of a disruption in service; and welcoming feedback from people with disabilities. These details are also provided in our Multi-Year Accessibility Plan.

119.2.2 Integrated Accessibility Standards Regulation (IASR)

Services and Housing In the Province (SHIP), as a non-profit organization with more than 50 employees, is committed to meeting the requirements of the IASR prior to the due dates set out in the Regulation, which range from January 1, 2014 to January 1, 2021. The standard regulation is listed as:

1. Information and communication
2. Employment
3. Transportation
4. Design of public spaces
5. Customer service

For full details visit: <https://www.aoda.ca/>

SHIP's action/s are listed below:

- January 1, 2014 requirements:
 - This policy, Integrated Accessibility Standards Regulation (IASR) has been written and will be revised over time, as the required items listed below are completed;
 - A Multi-Year Accessibility Plan has been completed;
 - Both of the documents noted above have been posted on Services and Housing In the Province (SHIP)'s website: www.shipshey.ca;
 - New content on our website www.shipshey.ca will conform to the WCAG 2.0 Level A guidelines by this date.
- January 1, 2015 requirements:
 - Training for staff and others has been provided on the requirements of the IASR as they apply to Services and Housing In the Province (SHIP), and on the Ontario Human Rights Code as it pertains to persons with disabilities;
 - Accessible formats (e.g. large print or audio) for feedback processes are available, if possible, and upon request.

- January 1, 2016 requirements:
 - Our employees and the public are notified about the availability of accommodation for applicants during the recruitment process;
 - Candidates who are selected to go through the recruitment process are notified that accommodation is available upon request;
 - The offer of employment includes the HR policy on Accommodation and the form, Request for Accommodation;
 - If possible, Services and Housing In the Province (SHIP) will provide accessible formats and communication supports to an employee, upon request, and as required to do their job, and in consultation with the employee;
 - Services and Housing In the Province (SHIP) will document individual accommodation plans for disabled employees;
 - Services and Housing In the Province (SHIP) will develop and implement a Return to Work process for employees who have been absent from work due to a disability;
 - Services and Housing In the Province (SHIP) will take into account the accessibility needs of disabled employees as well as individual accommodation plans with regard to performance management and career development.

- January 1, 2017 requirements:
 - When the details of the Built Environment are finalized and published, Services and Housing In the Province (SHIP) will assess the applicability of the requirements to our Organization and will ensure that we are in compliance.

- January 1, 2021
 - Services and Housing In the Province (SHIP)'s website www.shipshey.ca and all content will conform to WCAG 2.0 Level AA by this date, as required.

119.2.3 Emergency Procedures, Plans or Public Safety Information

Services and Housing In the Province (SHIP) is committed to providing and maintaining premises that respect the dignity and independence of persons with disabilities.

Emergency procedures, plans and public safety information that are prepared by Services and Housing In the Province (SHIP) and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

The request for emergency procedures, plans and public safety information in an accessible format, as well as feedback relating to accessibility issues in general, may be made in any of the following ways:

- In person at the Reception desk at Head Office;
- By telephone at 905-795-8742. Ask for the Director, Human Resources;
- In writing to: Director, Human Resources, Services and Housing In the Province (SHIP), 60 Courtneypark Drive West , Unit 2 | Mississauga, ON L5W 0B3;
- By fax: (905) 795-1129 to the attention of the Director, Human Resources;
- Electronically by sending an email to: HR@shipshey.ca;
- By completing Services and Housing In the Province (SHIP)'s online feedback form which may be found on the SHIP's website.

Those who make such a request may expect to hear back within 72 hours of leaving their request, provided that contact information has been provided by the requestor.

119.2.4 Workplace Emergency Response Information

Where Services and Housing In the Province (SHIP) is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

SHIP has made a commitment to provide individualized workplace emergency response information procedures which will be developed for employees with disabilities, as required.

Where required, SHIP provides assistance to specific employees who require assistance with their prior consent (consent has been provided to People and Culture and/or EDI and it noted in their confidential ADP employee file), to help them evacuate the workplace in case of an emergency or disaster. These plans for providing assistance will be set out in individualized emergency plans for the employees, upon notification by the employee's Supervisor to the Director, Human Resources.

These individualized emergency plans will be communicated to the employees' respective Supervisor and the Joint Health and Safety Committee, on an 'as needed' basis.

On an ongoing and regular basis, and as per the applicable terms of the IASR, Services and Housing In the Province (SHIP) will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

119.2.5 Documentation to be Made Available

This policy, and related practices and protocols, shall be made available to any member of the public upon request. Notification of same shall be posted on **Services and Housing In the Province (SHIP)**'s website.

119.3 EXCEPTIONS

119.3.1 General

Any exceptions to this policy must be reviewed and approved by the CEO and/or Executive Team.

REFERENCES

NONE