



# AODA – *Integrated Accessibility Standards Regulation* (IASR) Employment Standard

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## Intent

This Standard is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Employment Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005 \(the “AODA”\)](#). This Standard applies to the provision of accessible employment services for persons with disabilities.

CAA North & East Ontario is committed to maintaining fair and accessible employment practices. All employment services provided by CAA North & East Ontario shall be consistent with the principles of dignity, independence, integration and equal opportunity.

## Definitions

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

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

### 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 coordination, blindness or visual impairment, 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 understating 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*.



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

## General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this Standard addresses the following:

- A. [General Requirements](#)
- B. [Recruitment, Assessment and Selection](#)
- C. [Accessible Formats and Communication Supports for Employees](#)
- D. [Workplace Emergency Response Information](#)
- E. [Documented Individual Accommodation Plans](#)
- F. [Performance Management and Career Development and Advancement](#)
- G. [Return to Work](#)
- H. [Redeployment](#)
- I. [Review](#)

### A. Training Requirements

CAA North & East Ontario will provide training for its employees, volunteers regarding the provisions of services to persons with disabilities, the IASR, and the [Ontario Human Rights Code](#) as it pertains to individuals with disabilities. Such training will also be provided to individuals who are responsible for developing CAA North & East Ontario's policies, practices and procedures relating to the provision of services to the public, and to all other persons who provide goods, services or facilities on behalf of CAA North & East Ontario.

Training will be provided as soon as is reasonably practicable after an individual commences their duties. Training will be provided on an ongoing basis to new employees and as changes to CAA North & East Ontario's accessibility policies and/or policies, practices and procedures relating to the provision of services to the public occur.

Training will include the following topics:

- The purpose of the *AODA*;
- The requirements of the IASR and CAA North & East Ontario's policies, practices and procedures relating to the IASR, as they are relevant to the employee's work responsibilities;
- How to interact with persons with various types of disabilities;
- How to interact with persons who use an assistive device or require the assistance of a guide dog, service animal or support person;
- How to use any available equipment or devices that may help with the provision of services to persons with disabilities;
- What to do if a person with a disability is having difficulty accessing CAA North & East Ontario's services; and
- The *Ontario Human Rights Code* as it pertains to persons with disabilities.



## **B. Recruitment, Assessment and Selection**

CAA North & East Ontario will notify employees and the public about the availability of accommodation for job applicants who have disabilities

Successful applicants will be made aware of CAA North & East Ontario's policies and supports for accommodating people with disabilities at the time they are offered employment. CAA North & East Ontario will provide updated information to employees whenever there is a change to the policies, practices or procedures governing the accommodation of employees with disabilities.

## **C. Accessible Formats and Communication Supports for Employees**

If an employee with a disability requests it, CAA North & East Ontario will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace.

CAA North & East Ontario will consult with the employee making the request to determine a suitable way to provide the accessible format or communication support.

## **D. Workplace Emergency Response Information**

Where required, CAA North & East Ontario will create individual workplace emergency response information for employees with disabilities as soon as is practicable after CAA North & East Ontario becomes aware of the employee's need for accommodation due to a disability. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- CAA North & East Ontario reviews general emergency response policies.

## **E. Performance Management and Career Development and Advancement**

CAA North & East Ontario will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

## **F. Return to Work**

CAA North & East Ontario will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.



The return to work process will outline the steps CAA North & East Ontario will take to facilitate the employee's return to work and shall use documented individual accommodation plans. This information is available through the Health and Safety section of the Standards and Procedures available through the Club intranet.

## **H. Redeployment**

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

*Individual accommodation plans will be consulted, as required.*

## **I. Review**

This Standard will be reviewed regularly to ensure that it is reflective of CAA North & East Ontario's current practices, as well as legislative requirements.

Changes will not be made to this policy unless the impact of the changes on persons with disabilities has been considered.