



IASR Employment Standards Compliance Policy

This document will be provided in alternate formats upon request

Intent

This policy is intended to outline the means by which the Town of Ingersoll intends to comply with all relevant sections of the *Integrated Accessibility Standards Regulation, Employment Standard* under the *Accessibility for Ontarians with Disabilities Act*.

All employment services provided by Town of Ingersoll shall follow the principles of dignity, independence, integration, and equal opportunity.

Scope

The achievement of a barrier-free municipality is a shared responsibility of all union, non-union, full-time, part-time, seasonal and contract employees, and volunteers. Therefore it is the responsibility of all the aforementioned to uphold and maintain this policy.

Definitions

The following definitions are sourced from the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005, S. O. 2005, c.11*

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

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

Mobility Aid – means a device used to facilitate the transport, in a seated posture of a person with a disability.

Mobility Assistive Device – means a cane, walker or similar aid.

Guidelines

Statement of Commitment



The Town of Ingersoll is committed to promoting a barrier-free municipality for employees, citizens, and all who live, work, visit and invest in Ingersoll.

The Town recognizes that not all barriers are readily apparent or visible, and will assess and implement policies and procedures that address all types of barriers to accessibility including:

- Attitudinal barriers
- Information and Communications barriers
- Technology barriers
- Organizational and systemic barriers
- Architectural and physical barriers

The following sections of this policy outline the various ways in which the Town of Ingersoll will meet specific compliance requirements established by the *Integrated Accessibility Standards Regulation, Employment Standard*.

Customer Service Standard

Please refer to the Town's Accessible Customer Service Policy for information on related responsibilities and compliance requirements.

General Policy Provisions

This document and all other information and communication supports that are required by an employee to perform their job, and any information that is generally available to all employees will be provided in alternate formats upon request.

Employment Standard

1. Accessible Recruitment, Assessment, and Selection

The Town of Ingersoll will notify employees and the public about the availability of accommodations for applicants with disabilities throughout each phase of its recruitment processes including any activity or process that relates to the sourcing, screening, assessing, and interviewing of job applicants.

1.1. Process

- a) Internal and external job ads will include a statement indicating that accommodation(s) will be provided to applicants upon request to enable participation in the recruitment, assessment, interviewing, and selection process.
- b) Applicants individually selected to participate in the assessment and/or interviewing portion of the recruitment process will be informed verbally, or via



email that accommodation(s) will be provided upon request in relation to any assessment, interviewing materials or processes to be used.

- c) When presenting an offer of employment, the employee responsible for presenting the offer will notify the successful applicant of the Town's policies for accommodating employees with disabilities.
- d) The Town's employee accommodation policies will be provided to successful applicants as part of the hiring/orientation package.
- e) Any changes made to existing Town of Ingersoll policies on the provision of an accessible workplace as defined by the AODA and IASR will be communicated to employees and will take into consideration individual accessibility needs due to disability.

1.2. When a Request for Accommodation is Received

If an internal or external applicant requests an accommodation, the hiring manager will consult with the applicant and provide, or arrange for the provision of suitable accommodation(s) in a manner that takes into account the individual's accessibility needs.

2. Accessible Formats and Communication Supports

The Town of Ingersoll will provide accessible formats and communication supports to requesting employees for:

- Information that is needed in order to perform the employee's job; and
- Information that is generally available to employees in the workplace, including location-specific information and information applicable to all Town employees.

Managers in receipt of a request from an employee for an accessible format or communication support will consult with the requesting employee to determine the suitability of the accessible format or communication support.

3. Workplace Emergency Response Information and Plans

The Town of Ingersoll will provide documented individualized emergency response plans to an employee with a disability, permanent or temporary, so long as the Town is aware of the disability and the disability is such that it impedes the employee's ability to become aware of or respond to a workplace emergency.

Upon becoming aware of the need for an emergency response plan, the Town will work with the employee to understand and correct accessibility concerns. Workplace Emergency Response Plans will be reviewed when:



- The employee moves to a different location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- The Town of Ingersoll reviews its general emergency response policies.

An employee whose emergency response plan identifies a need for assistance from another employee in responding to a workplace emergency will be asked to provide consent prior to the emergency plan information being shared with the individual designated to provide assistance.

Emergency response information and plans will form part of the individual accommodation plan process as accommodation needs dictate.

4. Documented Individual Accommodation Plans

The Town of Ingersoll will provide a documented individual accommodation plan for any employee with a disability, permanent or temporary, that requires a workplace accommodation as a result of a disability.

4.1. Process

The accommodation plan process will be initiated:

- Upon an employee's return to work following an absence due to disability;
- Upon employee request. Please note; due to the sometimes invisible, episodic or temporary nature of disabilities, employees are encouraged to bring forth accommodation requests to their manager/human resources to facilitate full participation in the workplace.

Once initiated, the employee will be asked to complete Part One (1) of the Individual Accommodation Plan detailing the workplace barriers/functional limitations they are facing and any possible accommodations/solutions to overcome those barriers. Once completed the form is to be returned to the employee's manager or human resources for review.

Following receipt of an employee-submitted Accommodation Plan, the employee's manager will complete part two of the form. Upon completion of part two, the manager with Human Resources will meet with the employee (and his/her support person, where relevant) to review and finalize the plan. The employee understands that accommodations may not exactly reflect those initially requested; however, all plans will be established based on the principles of dignity, independence, integration, and equal opportunity.



The Accommodation Plan will be drafted and documented via the Individual Accommodation Plan Form; however it will be provided to the employee in an accessible format, based on the employee's accessibility need. The Accommodation Plan will be reviewed on an annual basis or earlier if:

- The employee's accommodation needs change;
- The employee is transferred to a different location in the building or a different facility; or
- The employee's job responsibilities change.

Should a request for individual accommodation be denied, the employee will be provided with written documentation outlining the reason for the denial. This notification will be provided in an alternate and accessible format upon the request of the employee.

4.2. Outside Evaluation

Occasionally, additional information may be required to support an accommodation request or to develop an accommodation plan suitable to the employee's individual needs. In such cases, where additional documentation from a health care professional or other expert is required, the Town may request this information directly from the employee, or prospective employee, or may request an evaluation by an outside third party expert be completed at the Town's expense.

4.3. Support Persons

Employees may request the inclusion of a support person, a representative from the workplace, or where relevant, a representative from their bargaining agent in the creation of the individual accommodation plan.

4.4. Protection of Privacy

Medical information gathered in support of the creation of the Individual Accommodation Plan will be maintained in a separate and sealed file. Information concerning the accommodation requirements of the employee and the accommodation plan will only be shared with individuals on a need to know basis.

5. Training Requirements

The Town of Ingersoll will provide training for its employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Town of Ingersoll's policies, and all other persons who provide goods, services or facilities on behalf of Town of Ingersoll.



Training will be provided as soon as is reasonably practicable, but no later than one month following the employee's commencement of duties with the Town. Training will be provided on an ongoing basis to new employees and as changes to Town of Ingersoll's accessibility policies occur.

Training records will be maintained on the training provided when it was provided and the number of employees that were trained.

6. Performance Management and Career Development and Advancement

The Town of Ingersoll will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.