

AODA AND ACCESSIBILITY STANDARDS

1. OVERVIEW

Statement of Commitment

Upper Canada Child Care (UCCC) is committed to providing an inclusive environment for all persons with disabilities, while taking into consideration dignity and independence. UCCC strives to identify, remove, and prevent barriers that may inhibit people with disabilities from fully participating and having equal opportunity in all aspects of the employment cycle. UCCC will work to uphold Ontario's accessibility standards by ensuring its policies, practices, and procedures are in compliance with the *Accessibility for Ontarians with Disabilities Act* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR).

2. REVIEW

- 2.1 All employees must review this policy with the manager/People and Talent department prior to commencing work and/or at the discretion of UCCC.
- 2.2 A written record of the review must be signed and dated by those participating in the review.
- 2.3 This policy is reviewed annually by the organization to ensure that it is current and meets legislated requirements.
- 2.4 Records of reviews are to be kept on file in a secure location for at least three years from the time of entry.

3. SCOPE

- 3.1 This policy applies to any person employed full-time or part-time, including temporary assignments, practicum students, volunteers, and support workers.
- 3.2 The requirements outlined in the accessibility standards, do not replace or affect legal rights or obligations that arise under the *Ontario Human Rights Code* (OHRC) and other laws relating to the accommodation of people with disabilities.
- 3.3 Based on the nature of UCCC's service, there may be instances where the accessibility standards are in conflict with other provincial laws, e.g. the *Child Care and Early Years Act, 2014* (CCEYA). If there is a conflict, UCCC understands that the final authority is the law that gives people with disabilities the most access to participating fully in Ontario in the areas of goods, services, facilities, employment, accommodation, buildings, structures, or premises. If this conflict should occur, UCCC will seek advice from the applicable laws/acts to ensure compliance and fairness.

4. RESPONSIBILITY

- 4.1 **Employees** are expected to:
 - 4.1.1 Implement standards of accessibility outlined in the accessibility plan as described in this *AODA and Accessibility Standards Policy* pertaining to customer service, communication, and information.
- 4.2 **Managers** in collaboration with the People and Talent department are expected to:
 - 4.2.1 Ensure the standards of accessibility regarding customer service, communication, and information are understood and implemented by all employees.
 - 4.2.2 Implement the standards of accessibility pertaining to employment.

5. DEFINITIONS

5.1 Client

- 5.1.1 For the purposes of this policy and the Customer Service Standard (AODA), 'client' refers to current and potential clients of UCCC.

5.2 Disability

- 5.2.1 As defined by the *Code*, disability refers to:
 - 5.2.1.1 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 co-ordination, blindness or visual impediment, 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;
 - 5.2.1.2 a condition of mental impairment or a developmental disability;
 - 5.2.1.3 a learning disability, or a dysfunction in one or more of the processes involved in understanding-or using symbols or spoken language;

- 5.2.1.4 a mental disorder;
- 5.2.1.5 an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; or
- 5.2.1.6 disabilities of different severity, visible as well as non-visible disabilities, and disabilities of which the effects of which may come and go.

6. POLICY

6.1 Accessibility Plan

- 6.1.1 The accessibility plan which includes the following standards for customer service, communication and information, and employment will be reviewed every five years, or as required to meet related legislation.
- 6.1.2 **Customer Service Standard**
 - 6.1.2.1 Ensure that people with disabilities have equal access to UCCC's services.
 - 6.1.2.2 Communicate with clients in a way that takes into account a person's disability.
 - 6.1.2.3 Allow clients to use their personal assistive devices.
 - 6.1.2.4 Allow clients to be accompanied by a service animal, unless excluded by law. If not permitted, UCCC will strive to provide the service in an alternate way.
 - 6.1.2.5 Allow clients to bring a support person when accessing services in UCCC facilities.
 - 6.1.2.6 Provide advance notice of any applicable fees that will be charged for the support person of a client with a disability.
 - 6.1.2.7 Provide prompt notice when UCCC facilities or services used by clients with disabilities are temporarily disrupted.
 - 6.1.2.8 Train all employees, students, and volunteers who provide direct service (on behalf of UCCC) to clients who have a disability.
- 6.1.3 **Communication and Information Standard**
 - 6.1.3.1 Receive and respond to feedback from people with disabilities about the way UCCC provides service to people with disabilities.
 - 6.1.3.2 Make documents publicly available and provide accessible formats upon request.
 - 6.1.3.3 Meet the communication needs of people with disabilities.
 - 6.1.3.4 Provide individualized workplace emergency response information to employees who have a disability, if necessary.
- 6.1.4 **Employment Standard**
 - 6.1.4.1 Apply accessibility and accommodation throughout the employment lifecycle.
 - 6.1.4.2 Train employees who are involved in recruitment, performance management, and policy development on the accessibility standards.
 - 6.1.4.3 Provide applicants with the opportunity to request accommodation before participating in the recruitment process.
 - 6.1.4.4 Have policies in place surrounding disability management, workplace accommodation, and return to work procedures. Ensure employees are aware of these policies.
 - 6.1.4.5 Performance management processes will take into consideration a person's disability and accessibility needs, including any individual accommodation plans.