

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 7.02.ON
Section:	Accessibility	Issued:	Jan. 01, 2014
Subject:	ACCESSIBLE INFORMATION, COMMUNICATIONS AND EMPLOYMENT	Effective:	Jan. 01, 2014
Issue to:	All Manual Holders	Page:	1 of 7
		Replaces:	
Issued by:	Executive Director	Dated:	

1 POLICY

1.01 **The Ontario Federation of Anglers and Hunters (OFAH)** is committed to treating all people in a way that allows them to maintain their dignity and independence. The OFAH believes in integration and equal opportunity. The OFAH is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

2 PURPOSE

2.01 The purpose of this policy that has been established by the OFAH is to govern the provision of services with regard to Regulation 191/11, "*Integrated Accessibility Standards*" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*.

2.02 The standards outlined in this policy have been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment.

3 SCOPE

3.01 This Statement of Policy and Procedure applies to all employees, Board Members, volunteers, members, customers, visitors, and other third parties of and to the OFAH.

4 RESPONSIBILITY

4.01 **Managers/supervisors** are responsible for:

- (a) Ensuring employees follow the guidelines set out in this policy;
- (b) Ensuring employees are trained (in conjunction with the Human Resources Assistant) under the *Integrated Accessibility Standards* (Ontario Regulation 191/11) and the *Human Rights Code*;
- (c) Ensuring that when providing feedback for persons with disabilities, that accessible formats and communication supports are arranged for as requested;
- (d) Providing, or arranging for the provision of (in conjunction with the Human Resources Assistant) accessible formats and communication supports for persons with disabilities in a timely manner upon request;
- (e) Ensuring that job applicants are notified (in conjunction with the Human Resources Assistant) at all stages of the recruitment, assessment and selection processes, of the availability of accommodations upon request;
- (f) Consulting with the Human Resources Assistant regarding the provision of appropriate accommodations to those applicants who have requested them;
- (g) Ensuring that when offering employment, the successful applicant is aware of the OFAH's policies for accommodating employees with disabilities;

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 7.02.ON
Section:	Accessibility	Issued:	Jan. 01, 2014
Subject:	ACCESSIBLE INFORMATION, COMMUNICATIONS AND EMPLOYMENT	Effective:	Jan. 01, 2014
Issue to:	All Manual Holders	Page:	2 of 7
		Replaces:	
Issued by:	Executive Director	Dated:	

- (h) Ensuring employees are informed of OFAH's policies for accommodating employees with disabilities;
- (i) In conjunction with the Human Resources Assistant, consulting with and gathering information from employees who have requested accessible formats or communication supports that are needed for an employee with a disability to perform their job;
- (j) Informing the Human Resources Assistant when becoming aware of the need for individualized workplace emergency response information or an individual accommodation plan for an employee; and
- (k) Ensuring that the accessibility needs of an employee with a disability are taken into account when conducting performance management or career development of employees.

4.02 **Employees** are responsible for:

- (a) Ensuring they follow the guidelines set out in this policy;
- (b) Ensuring that their behaviour does not violate this policy or the requirements set out in the *Integrated Accessibility Standards* (Ontario Regulation 191/11);
- (c) Ensuring that when providing feedback for persons with disabilities, that accessible formats and communication supports are arranged for as requested;
- (d) Ensuring that people with disabilities are treated with dignity and independence, and are provided an equal opportunity to access our information, communications and employment opportunities;
- (e) Attending any training or information sessions provided by the OFAH regarding the *Integrated Accessibility Standards* (Ontario Regulation 191/11); and
- (f) Informing their manager/supervisor and/or the Human Resources Assistant of the need for any accessible formats, communication supports, individualized workplace emergency response information or individual accommodation plans for an employee due to a disability.

4.03 The **Human Resources Assistant** is responsible for:

- (a) Developing and maintaining a documented accessibility plan and providing copies of this plan in an accessible format, upon request;
- (b) Coordinating and providing the *Integrated Accessibility Standards* (Ontario Regulation 191/11) and *Human Rights Code* training (in conjunction with managers/supervisors);
- (c) Coordinating and maintaining training records;
- (d) Ensuring compliance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) training;
- (e) Consulting with and providing, or arranging for the provision of, accessible formats and communications supports for persons with disabilities in a timely manner;
- (f) Notifying employees and the public about the availability of accessible formats and communication supports;
- (g) Ensuring that job applicants are notified (in conjunction with managers/supervisors) at all stages of the recruitment, assessment and selection processes, of the availability of accommodations upon request;

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 7.02.ON
Section:	Accessibility	Issued:	Jan. 01, 2014
Subject:	ACCESSIBLE INFORMATION, COMMUNICATIONS AND EMPLOYMENT	Effective:	Jan. 01, 2014
Issue to:	All Manual Holders	Page:	3 of 7
		Replaces:	
Issued by:	Executive Director	Dated:	

- (h) Ensuring employees are informed of OFAH's policies for accommodating employees with disabilities;
- (i) Providing new employees with information regarding the OFAH's policies for accommodating employees with disabilities as soon as is practicable after commencing employment;
- (j) Ensuring the provision of individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary;
- (k) Creating and maintaining documented individual accommodation plans;
- (l) Creating and maintaining a documented return to work process for employees who are absent from work due to a disability and who require disability-related accommodations in order to return to work;
- (m) Reporting to the Ministry of Community and Social Services on compliance requirements; and
- (n) Monitoring the progress of legislative requirements in order to ensure continued compliance.

5 DEFINITIONS

- 5.01 **"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 ("format accessible");
- 5.02 **"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;
- 5.03.1 **"Disability"** means:
- (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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a service 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 understanding 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*.

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 7.02.ON
Section:	Accessibility	Issued:	Jan. 01, 2014
Subject:	ACCESSIBLE INFORMATION, COMMUNICATIONS AND EMPLOYMENT	Effective:	Jan. 01, 2014
Issue to:	All Manual Holders	Page:	4 of 7
		Replaces:	
Issued by:	Executive Director	Dated:	

5.03.2 The definition of disability also includes disabilities of different severity, visible and non-visible disabilities, and disabilities that may be temporary (e.g. broken foot).

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

- *Ontario Federation of Anglers and Hunters Policy 7.01 Accessible Customer Service*
- *Accessibility for Ontarians with Disabilities Act, 2005* (Ontario)
- *Integrated Accessibility Standards* (Ontario Regulation 191/11)
- *Accessibility Standards for Customer Service* (Ontario Regulation 429-07)
- *Blind Persons' Rights Act, 1990* (Ontario) and Regulations
- *Health Protection and Promotion Act, 1990* (Ontario Regulation 562)
- *Human Rights Code, 1990* (Ontario) and Regulations
- *Ontarians with Disabilities Act, 2001* (Ontario) and Regulations
- *Workplace Safety and Insurance Act, 1997* (Ontario) and Regulations
- AccessON website <http://www.accesson.ca>
- Ministry of Community and Social Services website <http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/index.aspx>
- Ministry of Community and Social Services “*Guide to the Accessibility Standards for Customer Service* (Ontario Regulation 429/07)”

7 PROCEDURE

7.01 Multi-Year Accessibility Plan

7.01.01 The OFAH will develop, maintain and document a Multi-Year Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace, and to improve opportunities for persons with disabilities.

7.01.02 The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, the OFAH will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

7.02 Self-Service Kiosks

7.02.01 The OFAH will have consideration for accessibility to better serve persons with disabilities when designing, procuring or acquiring self-serve kiosks.

7.03 Training Employees and Volunteers

7.03.01 The OFAH will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and will continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities to:

- all its employees and volunteers;
- all persons who participate in developing the OFAH's policies; and
- all other persons who provide goods, services or facilities on behalf of the company

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 7.02.ON
Section:	Accessibility	Issued:	Jan. 01, 2014
Subject:	ACCESSIBLE INFORMATION, COMMUNICATIONS AND EMPLOYMENT	Effective:	Jan. 01, 2014
Issue to:	All Manual Holders	Page:	5 of 7
		Replaces:	
Issued by:	Executive Director	Dated:	

The training will be appropriate to the duties of the employees, volunteers and other persons.

7.03.02 Employees will be trained when changes are made to the accessibility policy. New employees will be trained as soon as is practicable after commencing employment.

7.03.03 The OFAH will keep a record of the training it provides.

7.04 Feedback

7.04.01 The OFAH will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request.

7.05 Accessible Formats and Communication Supports

7.05.01 Upon request the OFAH 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.

7.05.02 The OFAH will consult with the person making the request to help determine the suitability of an accessible format or communication support.

7.05.03 The OFAH will notify the public about the availability of accessible formats and communication supports.

7.06 Accessible Websites and Web Content

7.06.01 The OFAH will ensure that its Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, except where this is impracticable.

7.07 Recruitment

7.07.01 The OFAH will notify its employees and the public about the availability of accommodations for applicants with disabilities in its recruitment process.

7.08 Recruitment, Assessment and Selection Processes

7.08.01 The OFAH will notify job applicants, when they are individually selected to participate further in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.

7.08.02 If a selected applicant requests an accommodation, the OFAH will 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.

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 7.02.ON
Section:	Accessibility	Issued:	Jan. 01, 2014
Subject:	ACCESSIBLE INFORMATION, COMMUNICATIONS AND EMPLOYMENT	Effective:	Jan. 01, 2014
Issue to:	All Manual Holders	Page:	6 of 7
		Replaces:	
Issued by:	Executive Director	Dated:	

7.09 Notice to Successful Applicants

7.09.01 When making offers of employment, the OFAH will notify the successful applicant of its policies for accommodating employees with disabilities.

7.10 Informing Employees of Supports

7.10.01 The OFAH will continue to inform its employees of its policies (and any updates to those policies) for accommodating employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as is practicable after commencing employment.

7.11 Accessible Formats and Communication Supports for Employees

7.11.01 Upon the request of an employee with a disability, the OFAH will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

7.12 Workplace Emergency Response Information

7.12.01 The OFAH 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 if the OFAH is aware of the need for accommodation due to the employee's disability. The OFAH will provide this information as soon as is practicable after becoming aware of the need for accommodation.

7.12.02 Where the employee requires assistance, the OFAH will, with the consent of the employee, provide the workplace emergency response information to the person designated by the OFAH to provide assistance to the employee.

7.12.03 The OFAH will review the individualized workplace emergency response information when the employee moves to a different location in the organization, or when the employee's overall accommodation needs or plans are reviewed.

7.13 Documented Individual Accommodation Plans

7.13.01 The OFAH will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

7.13.02 If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans.

7.13.03 In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 7.02.ON
Section:	Accessibility	Issued:	Jan. 01, 2014
Subject:	ACCESSIBLE INFORMATION, COMMUNICATIONS AND EMPLOYMENT	Effective:	Jan. 01, 2014
Issue to:	All Manual Holders	Page:	7 of 7
		Replaces:	
Issued by:	Executive Director	Dated:	

7.14 Return to Work Process

- 7.14.01 The OFAH will maintain a documented return to work process for its employees who have been absent from work due to a disability, and who require disability-related accommodations in order to return to work.
- 7.14.02 The return to work process will outline the steps the OFAH will take to facilitate the employee's return to work, and will include documented individual accommodation plans as part of the process.
- 7.14.03 This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

7.15 Performance Management, Career Development, and Advancement and Redeployment

- 7.15.01 The OFAH will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement, or when redeploying employees.

7.16 Questions about this policy

- 7.16.01 This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications and employment. If anyone has a question about this policy, or if the purpose of this policy is not understood, an explanation will be provided by:

Human Resources Assistant

Ontario Federation of Anglers and Hunters
P.O. Box 2800
Peterborough, Ontario K9J 8L5
Phone: 705-748-6324 Ext. 245
Fax: 705-748-9577
E-mail: aodafeedback@ofah.org

8 ATTACHMENTS

None.