



L'Arche Ontario Policy

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Policy Area: Employment - A

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Policy Title: AODA Service Standards

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L'Arche is committed to ensuring equal access and participation for people with disabilities in accordance with the Integrated Accessibility Standards Regulations (IASR) 2016, of the Accessibility for Ontarians with Disabilities Act (AODA), 2005. The regulations include the areas of Customer Service, Information & Communication, Employment, and Design of Public Spaces, as well as meeting our obligations under the Ontario Human Rights Code respecting non-discrimination.

We strive to ensure that all locations owned or operated by L'Arche provide barrier free supports and services, information, employment and physical environments.

The focus of this policy is the AODA/IASR regulations related to employment. Details of adherence to the AODA/IASR standards for Customer Service, Information & Communication, and Design of Public Spaces, can be found in *L'Arche Policy SD-F13 AODA Service Standards*.

To that end, the following actions are undertaken:

- Provide AODA training to all personnel and volunteers, highlighting standards for accessible support and services.
- Inform current and potential personnel with disabilities of policies and practices that address accessibility needs.

Training

L'Arche will provide training for all personnel and volunteers, which includes;

- Review of all L'Arche related AODA policies,
- The purpose and objectives of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Integrated Accessibility Standards Regulation.
- How to interact and communicate with people with various types of disabilities
- How to interact with individuals who use assistive devices or require the assistance of a support person or service animal.
- How to use equipment or devices that may help in providing services and supports to individuals with a disability.

Documentation of the completion of the training will be kept in personnel files. Training will be refreshed as regulations are revised.

Employment

- Recruitment information and job postings will indicate that L'Arche offers accommodation during the application and interview process for applicants with disabilities, upon request.
- When making an offer of employment, the applicant will be notified of L'Arche policies regarding accommodation for employees with disabilities.
- L'Arche will notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment, or when L'Arche becomes aware of the need for accommodation due to the individual's disability.
- L'Arche will provide updated information to personnel whenever there is a change to existing policies related to providing job accommodation.

- When needed, L'Arche will provide customized emergency information to help personnel with a disability during an emergency or a disruption of accessibility supports (e.g. elevators or automatic doors)
- When needed, L'Arche will develop an Individual Accommodation Plan (IAP) to identify and meet accommodations needs of personnel with a disability. See also *L'Arche Policy HR-C5 Service Animals*.
- If an individual has been absent from work due to a disability, L'Arche may develop a return to work plan with the individual. See *L'Arche Policy HR-E7 Sick Leave* for further details.

Individual Accommodation Plan (IAP)

The Individual Accommodation Plan (IAP) is a document that lists the tools personnel with disabilities need to meet the responsibilities of their role.

The process of creating an IAP takes the following steps:

- 1) Identify the need for accommodation
 - The individual, team leader, or Assistants Coordinator may request/identify the need for a plan.
- 2) Gather relevant information and assess individual needs
 - Information is collected on the individual's functional abilities and may include medical information. This information is only disclosed to individuals who participate in the accommodation process.
 - The individual and Assistants Coordinator work together to find the most appropriate accommodation. A medical or other expert may be consulted to help determine if/how the individual's need can be accommodated
- 3) Write the Individual Accommodation Plan, using the IAP Form, which includes the following:
 - Individual's name and role
 - Time frame of the accommodation (start and, if applicable, end dates)
 - What accommodation(s) will be provided
 - How workplace information will be provided in accessible format, if needed
 - What workplace emergency supports will be provided, if needed
 - What workplace emergency information will be provided in accessible format, if needed
 - When the plan will be reviewed and updated.
- 4) Implement, monitor and update the IAP
 - The individual and Assistant's Coordinator will review and monitor the plan to ensure it is effective, on a mutually agreed upon time.
 - If the accommodation is no longer appropriate, the situation will be reassessed and the plan updated.
 - If the individual's work location or role changes, or if the nature of the disability changes, the plan will be reviewed and updated.