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AODA Overview

In 2005, the Ontario Government enacted the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The subsequent Customer Service Accessibility Act, Ontario Regulation 429/07, and Customer Service Standard, came into force on January 1, 2008. This legislation was put forth in an effort to provide Ontarians with equal access to products and services, in a manner that respects the dignity, individuality, independence and value of persons with disabilities.

The next major piece of legislation to come from the AODA was O. Reg. 191/11: Integrated Accessibility Standards, (IASR), in 2011. In 2016, the Customer Service Standard was amalgamated with the IASR. These standards include the following areas:

Information and Communications : The Information and Communications Standards outline requirements for organizations to create, provide, and receive, information and communications in ways that are accessible for people with disabilities. This should help people with disabilities access sources of information and communications that many of us rely on every day. These standards include: feedback, accessible formats, communication supports, emergency procedures, accessible websites, educational resources and requirements for training providers, educational institutions and public libraries.

Employment : The Employment Standards require employers to provide for accessibility across all stages of the employment life cycle. By proactively removing barriers, employers can help to create workplaces that are accessible and which allow employees to reach their full potential. Recruitment, assessment, selection, accessible formats, communication supports, emergency response information, return-to-work, performance management, career development, and redeployment are covered by these standards.

Transportation : The Transportation Standards apply to public transportation and will help transportation providers as well as municipalities, universities, colleges, hospitals and school boards make their services and vehicles accessible to people with disabilities.

Design of Public Spaces : Accessible public spaces include specific features that make it easier for everyone, including people with disabilities, seniors, and families, to use public spaces. This standard includes: sidewalks, accessible parking, service counters, outdoor trails, eating areas, and play spaces.

Customer Service: The Customer Service Standards require that employers provide all employees with training on accessible customer service practices. The goal of these standards is to ensure that individuals with disabilities are provided with equal access to goods and services. The Customer Service Standards apply to all organizations covered by the legislation that provide goods, services, or facilities.

The IASR deadlines are phased-in in stages with a final end date of 2021 to support companies in becoming fully compliant. Not every company will be required to achieve every standard.

Requirements are based on: company size; whether the organization is public or private; and the services it provides.

Momiji has the following policies and practices related to the Integrated Accessibility Standards:

Information and Communication Policy (change to exact title): this policy will include details on accessible formats of information as well as individualized accommodation plans.

Employment Policy (change to exact title): this policy will include details as it relates to individual accessibility needs due to disability on recruitment, selection, performance management, promotion and redeployment.

Return to Work Policy (change to exact title): this policy outlines our return to work process for injuries, illnesses, and disabilities. It is compliant with WSIB, human rights legislation, and the AODA. When reviewing this policy, it is important to refer to the section that is applicable.

Accommodation Policy: this policy is reflective of Ontario's Human Rights Code and outlines our accommodation process.

Accommodation Request Form: this form is aligned with our policy and is required for an employee seeking accommodation that is aligned with Ontario's Human Rights Code.

It is very important that you read and understand each of these policies. If you require this document or any policies, in an alternate format, please let us know and we will work to find a mutually agreeable solution.

Training Requirements

In accordance with the Integrated Accessibility Standards regulation, all obligated organizations, public or private, large or small, must provide accessibility training to their employees and volunteers, as well as training on the requirements set out in Ontario's Human Rights Code.

Additional Resources

For more information on human rights in Ontario, as well as accessibility legislation and requirements, please consult the following resources:

Government of Ontario, Accessibility for Ontarians with Disabilities Act, 2005.

Government of Ontario, O. Reg. 191/11: Integrated Accessibility Standards.

The Ontario Human Rights Code Commission: <http://www.ohrc.on.ca/en>

The Accessibility for Ontarians with Disabilities Act (AODA) Ministry of Community and Social Services: <http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/index.aspx>

Intent

This policy 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. This policy applies to the provision of accessible employment services for persons with disabilities.

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

Definitions

Accessible Formats– Include but are 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.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

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 policy addresses the following:

A. General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows.

Establishment of Accessibility Policies and Plans

Momiji will develop, implement and maintain policies governing how it will achieve accessibility through these requirements.

****Small private and not-for-profit organizations may remove the following statements highlighted in red:**

Momiji will include a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will be made publicly available in an accessible format, upon request.

Momiji will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Momiji will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Momiji's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

Procuring or Acquiring Goods and Services, or Facilities

Momiji will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

Momiji 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 Momiji's policies, and all other persons who provide goods, services or facilities on behalf of Momiji .

Training will be provided as soon as is reasonably practicable, but no later than (Insert Compliance Deadline). Training will be provided on an ongoing basis to new employees and as changes to Momiji's accessibility policies occur.

**Small private and not-for-profit organizations may remove the following statements highlighted in red:

Records

Momiji will maintain records on the training provided, when it was provided and the number of employees that were trained.

**Remove the following section if the organization does not have:

Self-Serve Kiosks

Momiji will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. Momiji will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

B. Recruitment, Assessment and Selection

Momiji will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Momiji will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Momiji's policies and supports for accommodating people with disabilities.

C. Accessible Formats and Communication Supports for Employees

Momiji will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

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

Information needed in order to perform his/her job; and

Information that is generally available to all employees in the workplace.

Momiji will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

D. Workplace Emergency Response Information

Where required, Momiji will create individual workplace emergency response information for employees with disabilities. 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

Momiji reviews general emergency response policies.

**Small private and not-for-profit organizations may remove the following statements highlighted in red:

E. Documented Individual Accommodation Plans

Momiji will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 and will refer to the schedule set out in the IASR for specific compliance deadlines.

Momiji must also develop and have in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans should include specific elements, including:

The ways in which the employee can participate in the development of the plan;

The means by which the employee is assessed on an individual basis;

The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;

The ways that an employee can request the participation of a representative from their bargaining agent or other representative from the workplace (if the employee is not represented by a bargaining agent) for the creation of the accommodation plan;

The steps taken to protect the privacy of the employee's personal information;

The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;

The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and

The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation will also:

Include information regarding accessible formats and communication supports upon request;

Where needed, include individualized workplace emergency response information; and

Outline all other accommodation provided.

F. Performance Management and Career Development and Advancement

Momiji 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.

G. Return to Work

**Small private and not-for-profit organizations may remove the following statements highlighted in red:

Momiji 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 Momiji will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

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 policy will be reviewed regularly to ensure that it is reflective of Momiji's current practices as well as legislative requirements.