

Purpose

This procedure implements, in part, the City's Corporate Accessibility Policy.

This procedure provides a framework for integrating accessibility into the City's employment processes and establishes guidelines to ensure accessibility for people with disabilities across all stages of the employment life cycle. The intent is to allow all employees to reach their full potential by ensuring that the City provides an accessible workplace.

This procedure assists in the requirement to comply with sections 22 to 32 of the Integrated Accessibility Standards Regulation (IASR) made under the Accessibility for Ontarians with Disabilities Act (AODA).

Application

This procedure applies to all employees of the City and applicants responding to or participating in City recruitment processes.

This Procedure does not apply to volunteers and other non-paid individuals.

This Procedure does not replace or affect legal rights or obligations that arise under Ontario's Human Rights Code, the Workplace Safety and Insurance Act and other laws relating to the accommodation of people with disabilities.

Procedure

Accessible work environment, general

The City will:

- Make reasonable effort to create an overall accessible work environment;
- Create a suitable accessible work environment for an employee with a disability, as soon as practicable after the City becomes aware of their disability; and
- Consult with the employee to take into account their accessibility needs.

Employees are responsible to make the City aware of their disability. However, if an employee appears to be struggling in the workplace or is clearly unwell, supervisors can consult with the City's human resources division to obtain advice.

Recruitment

Throughout each phase of the City's recruitment, assessment, and selection processes, the City will:

- Notify job applicants that accommodations for people with disabilities will be provided, upon request. Notification will be provided on the City employment opportunities website page and on the job posting;
- Notify job applicants who have been selected to participate in an assessment or selection process, that accommodations for people with disabilities are available to support their participation in the process, upon request. Notification should occur at the time that the applicant is being invited to participate in a particular assessment or selection process;
- Consult with job applicants who request accommodations and provide or arrange for suitable accommodation in a manner that takes into account the person's accessibility needs; and
- Notify the successful applicant that the City has policies and procedures for accommodating employees with disabilities. This notification will be included in the letter of offer.

Informing employees of supports

The City will provide the policies and procedures for accommodating employees with disabilities to:

- New City employees as soon as practicable after they begin their employment, as part of their employment orientation; and
- All City employees on the City's accessibility, human resources and policy intranet pages.

Whenever there is a change to existing policies and procedures for accommodating employees with disabilities, updated information will be made electronically available by the division responsible for the document.

Accessible formats and communication supports for employees

To ensure that information and communications are accessible for employees with disabilities, the City will:

- Provide accessible formats and communication supports, upon request, for general information available to all employees and information required to perform the job effectively;
- Consult with the employee making the request to determine which accessible format or communication support is required;
- Include the employee's appropriate accessible format and communication support in their individual accommodation plan, should one exist; and

- Ensure accessible formats and communication supports are carried out in accordance with the City's Integrated Accessibility Standards Regulation Information and Communications procedure.

Workplace emergency response information

The prepare for the specific needs of employees with disabilities in emergency situations such as fire, power outages, severe weather, natural disasters and security incidents, the City will:

- Develop individualized workplace emergency response information for employees who have a disability if individualized information is necessary and the City has been made aware of the employee's need for accommodation due to the disability. Individualized workplace emergency response information is not required for employees if the City is unaware of their disability;
- Develop the individualized workplace emergency response information as soon as practicable after the City becomes aware of the need for accommodation;
- Provide the individualized workplace emergency response information, with the employee's consent, to a designated person that will assist the employee;
- Ensure the employee's privacy is respected by not disclosing the details of the employee's disability; and
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed and when the City reviews its general emergency response policies. This will ensure the information is effective and up to date.

Individual accommodation plans

The City will develop written individual accommodation plans for employees with disabilities that will consider at a minimum:

- The manner in which the employee can participate in the development of the plan;
- The manner in which the City can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved;
- The manner in which the employee can request the participation of a representative from their bargaining unit, where applicable, or other representative from the workplace, in the development of the plan;

- The steps that will be undertaken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done;
- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee; and
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will include any information regarding accessible formats and communications supports that are to be provided, the individualized workplace emergency response Information, and any other accommodation that is to be provided, upon request.

Individualized accommodation plans are not required for employees of which the City has not been made aware of their disability.

Return to work process

The City will ensure the written return to work process will adequately support employees who have been absent from work due to a disability and who require accommodations to return to work. The process will address the following at a minimum:

- Outline the steps the City will take to facilitate the return to work, including the development of an individual accommodation plan;
- Provide return to work processes for employees who have permanent, recurring or temporary disabilities. For example, return to work accommodations may be appropriate when an employee has a broken leg, radiation therapy treatment, episodes of mental illness, etc.; and
- Acknowledge that the return to work process does not replace or override any other return to work process under any other statute such as Ontario's Human Rights Code and the Workplace Safety and Insurance Act.

Performance management, career development and advancement, and redeployment

The City will take into account the accessibility needs of employees with disabilities and individual accommodation plans in the performance management process, when providing career development and advancement opportunities and when considering redeployment.