



Accessibility for Persons with Disabilities: Integrated Accessibility Standards Policy

Purpose

The Integrated Accessibility Standards Regulation or the IASR (Ontario Regulation 191/11) establishes the accessibility standards and compliance timeframes for each of Customer Service; Information & Communication; Employment; and where applicable, Transportation; and Design of Public Spaces.

The purpose of this Policy is to outline how Breakthrough Autism achieves, and continues to achieve, the requirements of the IASR. It is in addition to, and does not replace or supersede, the *Accessibility for Persons with Disabilities: Client Service Policy*, which sets out how services are and will be provided to clients with disabilities (to satisfy the requirements of the Customer Service Standard).

Statement of Commitment

Breakthrough Autism is committed to treating all people, including our employees, clients and families requiring our services, and the public, in a way that allows them to maintain their dignity and independence. We will meet the needs of persons with disabilities in a timely manner by preventing and removing barriers to accessibility.

Definitions

- a. *Accessible Formats - may include, but are not limited to, large print, recorded audio, videos with captions and/or audio descriptions, braille and other formats usable by persons with disabilities.*
- b. *Communication Supports - may include, but are not limited to, captioning, alternative and augmentative communication, plain language, sign language and other supports that facilitate effective communication.*
- c. *Disability* – the term disability refers to:
 - any degree of physical disability, infirmity, or malformation that a person is born with or that is caused by bodily injury or illness
 - a condition of mental impairment or a developmental disability;
 - a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - a mental disorder; or



- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- d. *Performance Management* - means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.
- e. *Redeployment* - means the reassignment of employees to other departments or jobs as an alternative to layoff, when a particular job or department has been eliminated.

Training

Breakthrough Autism will provide training to employees, volunteers, and other persons who provide goods, services, or facilities on our behalf or who otherwise participate in the development of Breakthrough Autism's policies, during new hire orientation or within the first month of a volunteer placement.

Training will cover:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*
- Instructions on how to interact and communicate with people with various disabilities; use of assistive devices, guide dogs, service animals and service dogs, support persons; assisting persons with disabilities, and the policies contained within this document
- Specific instructions to employees on the above after they are assigned their specific duties.
- The Human Rights Code as it pertains to persons with disabilities
- Ongoing instructions in connection with any changes to the policies, practices and procedures governing the provision of goods, facilities, or services to persons with disabilities.
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities
- Instructions on what to do if a person with a disability is having difficulty accessing our services



- Review of Breakthrough Autism's policies, procedures and practices pertaining to providing accessible client service to clients with disabilities and the Integrated Accessibility Standards Regulation

Records will be kept of the training provided.

Standards

A. Information & Communication

Breakthrough Autism is committed to meeting the communication needs of people with disabilities in a timely manner.

Accessible Formats & Communication Supports for Public Information

When asked, publicly-available information about our services, in addition to publicly-available information about our Centre's emergency and safety procedures, will be provided in an accessible format or with communication supports. Employees of Breakthrough Autism will consult with the person making the request to determine the most suitable accessible format or communication support.

Feedback Processes

Breakthrough Autism will communicate that any feedback processes are accessible to persons with disabilities upon request.

B. Employment

Breakthrough Autism is committed to fair and accessible employment practices throughout the employment life-cycle, beginning with the hiring process, and including performance management and redeployment processes.

At the time of hire, employees will be notified of the policies and procedures used to support staff persons with disabilities. All policies, procedures, and forms used for the provision of job accommodation can be found in the Breakthrough Autism HR Policy Handbook.

Hiring



All job applicants will be notified by way of the job posting and Breakthrough Autism's Careers webpage, that accommodations are available throughout the recruitment process, beginning with the application process and through to the provision of a job offer.

When applicants are selected to participate in the interview and assessment process, they will be notified that accommodations are available upon request. The hiring supervisor will consult with the candidate to determine the appropriate accommodation that takes into account the needs and dignity of the individual.

When an offer of employment is made, Breakthrough Autism will notify the successful candidate of its policies and procedures on accommodating employees with disabilities.

Accessible Formats & Communication Supports

Upon the request of an employee with a disability, the supervisor will consult with the employee to provide, or arrange for the provision of, accessible formats or communications supports required for the employee to perform their job duties (job descriptions, training manuals, etc.)

Any information generally provided to staff will also be provided with an accessible format or communication support to the employee with a disability, upon request. This includes but is not limited to company emails, memos, policies and health & safety information.

Performance Management, Career Development & Redeployment

Breakthrough Autism will take into account the accessibility needs of employees with disabilities when:

- completing the performance management process
- providing career development (e.g. coaching, training, etc.)
- promoting employees
- reassigning/redeploying employees

Return to work

Should an employee be on leave due to a disability, intend to return to work, and require disability-related accommodations in order to return to work, Breakthrough Autism will facilitate their return to work process through the following processes:



- Breakthrough Autism will require up to date medical documentation indicating the employee's work restrictions (if any);
- Breakthrough Autism will, in consultation with the employee, develop a return to work plan with an individualized accommodation plan; and
- Breakthrough Autism will implement an individualized accommodation plan to facilitate the employee's return to work. .

Workplace Emergency Response Information

Breakthrough Autism will provide individualized workplace emergency response plans for employees with a disability, who risk not being able to evacuate safely in the event of an emergency. In a confidential manner, the supervisor will consult with the employee regarding their needs and develop an individualized plan as soon as practical after becoming aware of the need for an accommodation.

An employee with a disability who believes that he/she may require assistance during an emergency is required to complete the *Employee Request Form* for an *Individualized Emergency Response Plan* which is found in the Breakthrough Autism HR Policy Handbook.

Where the Plan identifies that a Safety Buddy or other support person is required, that information only necessary to provide assistance will be provided to the Safety Buddy or support person with the employee's consent.

C. Design of Public Spaces

Breakthrough Autism will meet the requirements of the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces which include:

- Outdoor play spaces
- Outdoor paths of travel like ramps, stairs, etc.
- Accessible on-street and off-street parking
- Outdoor public eating spaces
- Service-related elements such as a reception counter and waiting area

In the event of a disruption to accessible parts of our public spaces, the public will be notified and alternatives will be provided.

Questions



This policy has been developed to break down barriers and increase accessibility for persons with disabilities. Any policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed. For questions regarding this policy or for an accessible format of this policy, please contact Nancy Marchese, Executive Director.