



AREA : **ACCESSIBILITY PROGRAM** Issued Date: **November 2013**

ISSUED BY : **HUMAN RESOURCES**

DISTRIBUTION : **ALL DEPARTMENTS** Revision Date:

SUBJECT : **INTEGRATED ACCESSIBILITY STANDARD**

APPROVED BY : _____
Chief Executive Officer Director of Employee Relations

POLICY

- 1.01 Under the **Accessibility for Ontarians with Disabilities Act (AODA)**, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, the “Integrated Regulation” came into force July 1, 2011. The regulation establishes accessibility standards for information and communications, employment, and transportation, as applicable. Copernicus Lodge is included in the regulation’s definition of an “obligated organization” and must comply with the phased-in requirements of the regulation beginning January 1, 2014.
- 1.02 Copernicus Lodge is committed to working towards being compliant with all the standards under the **Accessibility for Ontarians with Disabilities Act (AODA)** as they are introduced and become law.
- 1.03 Copernicus Lodge recognizes the history of discrimination against persons with disabilities in Ontario and the fundamental importance of developing, implementing and enforcing standards in a timely manner in order to achieve accessibility for Ontarians with disabilities.
- 1.04 Copernicus Lodge is committed to the principles of independence, dignity, integration, and equality of opportunity described in the AODA and to meeting the needs of people with disabilities, in a timely manner, through the implementation of this policy.
- 1.05 Copernicus Lodge is committed to establishing, maintaining and implementing policies as well as associated practices and procedures in the Integrated Regulation , specifically in the areas of information and communications, employment and transportation, if applicable, and to meet the accessibility needs of people with disabilities in a timely manner.

- 1.06 Copernicus Lodge is committed to excellence in serving all of our clients, including people with disabilities. When providing information to, or communicating with, a person with a disability, we will provide the information and communication in a manner that takes into account the person's disability.
- 1.07 Copernicus Lodge is committed to ongoing improvements to accessibility in its premises and facilities as required by law, as well as to the services offered to customers, employees, volunteers and members of the general public.
- 1.08 Copernicus Lodge is committed to promoting values that support relationships between people with disabilities and the organization.
- 1.09 Copernicus Lodge is committed to securing the involvement of people with disabilities in the development and review of its annual accessibility plan, if applicable—this requirement only applies to public sector.
- 1.10 Copernicus Lodge is committed to the establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation.
- 1.11 Copernicus Lodge is committed to the incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities, as applicable.
- 1.12 Copernicus Lodge is committed to the incorporation of accessibility criteria and features when designing, procuring or acquiring self-service kiosks, when applicable.
- 1.13 Copernicus Lodge is committed to the training of all employees, volunteers, persons who deal with customers and the public on Copernicus Lodge's behalf, and persons participating in the development and approval of Copernicus Lodge policies, practices and procedures on the requirements under the Integrated Regulation and the **Human Rights Code** as it pertains to persons with disabilities.
- 1.14 Copernicus Lodge is committed to implementing specific requirements, policies, practices and procedures, and a multi-year plan under the Standards for Information and Communication, Employment and transportation, as applicable.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to create a statement of commitment (policy) that provides a framework within which accessibility

plans and initiatives are to be created in order to move the organization towards the goal of improved accessibility for people with disabilities. Copernicus Lodge endeavours to provide accessibility and accommodation as prescribed in the legislation AODA.

- 2.02 The commitments in this policy are intended to ensure that accessibility remains a priority in Copernicus Lodge's decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

3 SCOPE

3.01 This policy applies Copernicus Lodge's:

- Customers
- Employees
- Volunteers
- Applicants for employment with Copernicus Lodge who may require employment accommodation through the recruitment, assessment, selection, and hiring process
- Visitors
- Contractors and subcontractors engaged by Copernicus Lodge
- Any other third party providing goods, services or facilities on Copernicus Lodge's behalf

4 RESPONSIBILITY

- 4.01 The CEO or designate is responsible to ensure the application of this policy and that the organization achieves compliance with the law and creates an environment that provides the widest feasible scope of access, which is the right or opportunity to reach, use or participate in the organization's systems, facilities and services. The senior management team will be Copernicus Lodge's Accessibility committee.
- 4.02 Department Managers and immediate supervisors are responsible for ensuring that all employees follow the guidelines set out in this policy.
- 4.03 Department Managers and immediate supervisors are responsible to ensure all employees are trained under the Accessibility Regulations and Standards

under the AODA, the **Human Rights Code** and all related policies, practices and procedures.

- 4.04 All employees, volunteers, contractors and subcontractors, any other person acting on behalf of the Copernicus Lodge, and persons involved in the creation of Copernicus Lodge's policies are responsible for adhering to and following the commitments set out in this policy.

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.
- 5.02 **“Accommodation”** means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.
- 5.03 **“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.
- 5.04 **“Communications”** means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- 5.05 **“Dignity”** means service is provided in a way that allows the individual to maintain self-respect and the respect of other persons.
- 5.06 **“Equal opportunity”** means service is provided to individuals in such a way that they have an opportunity to access goods or services equal to that given to others.
- 5.07 **“Independence”** means when a person is able to do things on their own without unnecessary help or interference from others.
- 5.08 **“Information”** includes data, facts and knowledge that exist in any format, including text, audio, digital or images, and that convey meaning.
- 5.09 **“Integration”** means service is provided in a way that allows the individual to benefit from equivalent services, in the same place, and in the same or similar way, as other individuals, unless an alternate measure is necessary to enable the individual to access goods or services.
- 5.10 **“Reasonable efforts”** means taking approaches that meet the required needs

of the individual.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Human Rights Code

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Exemption from Reporting Requirements, Ontario Regulation 430/07

Integrated Accessibility Standards, Ontario Regulation 191/11

Multi-year accessibility plans

Purchasing or acquiring goods, services or facilities

Self-service kiosks

Accessibility and human rights training

7 PROCEDURES

7.01 Copernicus Lodge will monitor and evaluate accessibility initiatives and changes to applicable legislation and/or regulations. Changes to policies, plans and initiatives will be incorporated as required. Copernicus Lodge will also report on performance in relation to established accessibility goals and targets.

7.02 If you have questions on this policy, want to provide feedback or have a complaint, contact your department manager or the CEO or designate.

8 RESPONSIBILITY

8.01 It is the responsibility of Copernicus Lodge to assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities.

8.02 It is the responsibility of Copernicus Lodge to address the identified barriers and develop a five-year plan for the removal and prevention of these barriers.

8.03 It is the responsibility of Copernicus Lodge to post the plan in a visible place on the premises and on the corporate website.

8.04 It is the responsibility of Copernicus Lodge to report annually on its website on its progress in implementing this plan. Although, this is not mandatory Copernicus Lodge will endeavor to report on the plan implementation stages.

8.05 It is the responsibility of Copernicus Lodge to provide all information relating to the plan in alternative formats upon request.

8.06 It is the responsibility of Copernicus Lodge to review and update the plan at least once every five years.

8.07 It is the responsibility of the CEO or designate to:

- a) Identify and understand structures, laws, rules, policies, programs, practices and services of, or applicable to, the organization regarding accessibility and barriers to access that people with disabilities may encounter
- b) Ensure the organization meets its obligations under the AODA to develop a multi-year accessibility plan and other requirements as required under the law
- c) Develop and implement an accessibility plan that includes, among other things:
 - The identification and prioritization of barriers that need to be addressed as per established standards over the next year and subsequent years through consultation with people with disabilities, the community (if applicable) and employees

An annual action plan to eliminate barriers as per established standard and priority

- d) Evaluate the progress made toward achieving objectives as per AODA target dates and completion dates
- e) Update the multi-year accessibility (or better yet, annual) plan and make it available to the general public
- f) Act as the organization's ambassador in the elimination of barriers and promotion of accessibility
- g) Communicate all documents (e.g., policies, plans) to members of the organization's staff and ensure they are trained on accessibility issues and the policies and plans as required by law
- h) Prepare and submit the necessary reports and documentation to the organization executives and the government
- i) Examine and monitor progress to ensure the plan is being implemented accordingly and make adjustments at least four times a year

THE FOLLOWING SECTION BELOW WILL OUTLINE A SUMMARY OF THE REQUIREMENTS SET OUT IN THE INTEGRATED STANDARD:

REQUIREMENTS OF THE INTEGRATED STANDARD	IMPLEMENTATION DEADLINE
Multi-year accessibility plan	January 1, 2014
Emergency procedures, plans, or public safety information	January 1, 2012
Feedback	January 1, 2015
Providing information and communications in accessible formats and with communications support	January 1, 2016
Procuring or acquiring goods, services or facilities	January 1, 2016
Accessible websites and web content	January 1, 2021
Requirements under the employment standard: Workplace emergency response information Assessment of barriers in employment Support information for new employees Accessible formats and communication Documenting individualized plans Performance assessment, career development, advancement, and redeployment	As per deadlines January 1, 2012 and on-wards