

CORPORATE POLICY MANUAL

Title	Policy Number
Statement of Commitment to Accessibility for Ontarians with Disabilities Act	CP-02-010
Distribution	Effective Date
All Employees	05 Dec 2012

BACKGROUND

Legislation

Through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Ontario is working towards making the province accessible for people with disabilities by 2025.

Under this act, Ontario is developing accessibility standards businesses and organizations in Ontario need to follow to break down barriers in important areas of everyday life including:

- Customer service
- Transportation
- Employment
- Information and communications
- Design of public spaces.

POLICY

TransForm Shared Service Organization (TransForm) is committed to treating all people in a way that allows them to maintain their dignity and independence. TransForm believes in integration and equal opportunity. TransForm is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

Accessibility Plan

TransForm is committed to fulfilling the requirements set forth in our Integrated Accessibility Standards Regulation (IASR) Multi-Year Accessibility Plan, within the scheduled timelines, and making this information available to the public through our website. TransForm is dedicated to reducing barriers, and will review and update this plan every five years.

Providing products and service to persons with disabilities

TransForm is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas of Communication, Telephone Services, Assistive Devices, and Written Communication.

Use of service animals and support persons

TransForm is committed to welcoming persons with disabilities who are accompanied by a service animal and/or a support person on the parts of our premises that are open to the public and other third parties. TransForm will also ensure all those that deal with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal or support person.

Notice of temporary disruption

TransForm will provide customers with notice if there is a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Where appropriate, this notice will be placed at all public entrances, and on our website at:

<https://www.transformsso.ca/accessibility/>

Training

TransForm will provide training to employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees.

TransForm will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws as given in the legislation:

- TransForm will ensure all persons to whom this policy applies receive training as required by AODA.
- Every person who deals with members of the public or who participates in developing the organization's policies, practices, and procedures governing the provision of goods and services to persons with disabilities.

Training will be provided on an ongoing basis when changes are made to these policies, practices, and procedures.

Accessible Emergency Information

TransForm is committed to providing customers with publicly available emergency information in an accessible way upon request. TransForm will also provide employees with disabilities with individualized emergency response information when necessary.

Information and Communications

TransForm is committed to meeting the communication needs of people with disabilities. TransForm will consult with people with disabilities to determine their information and communication needs.

TransForm will take the necessary steps to make all new websites and content on those sites conform to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA upon creation.

TransForm will ensure existing feedback processes are accessible to people with disabilities upon request, and has also taken the necessary steps to make sure all publicly available information is made accessible upon request.

Employment

TransForm is committed to fair and accessible employment practices. TransForm will notify the public and staff, when requested, that we accommodate people with disabilities during the recruitment and orientation processes upon hire and continuously throughout employment.

TransForm will develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

TransForm will ensure the accessibility needs of employees with disabilities are taken into account by using performance management, career development and redeployment processes.

TransForm will take the necessary steps to prevent and remove other accessibility barriers that are identified in the future.

Modifications to this or other policies

TransForm is committed to treating all people in a way that allows them to maintain their dignity and independence. No changes will be made to this policy before considering the impact on persons with disabilities.

Accessibility Compliance Reporting:

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that organizations file accessibility reports on standards that apply to them.

REFERENCES:

1. Ministry of Economic Development, Trade & Employment (<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/>)
2. Ontario Regulation 191/11 – Accessibility for Ontarians with Disabilities Act, 2005 (http://www.e-laws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm)
3. Ontario Human Rights Commission (<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>)
4. AODA Alliance Advocacy Group (<http://www.aodaalliance.org/>)
5. www.e-laws.gov.on.ca

Category:	Corporate Overview	Distribution:	All Departments
Originator:	Director, Stakeholder Relations, Performance and People	Date: (mm/yy)	12/2013 (R) 05/2014 (R) 05/2019 (R) 10/2022 (R)
Approval:	Chief Executive Officer		
Signature:			