

# Centre for Education and Training

## CORPORATE POLICIES AND PROCEDURES

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### **INTEGRATED ACCESSIBILITY STANDARDS POLICY**

(Implemented December, 2013)

#### **Purpose**

The following policy has been established by the Centre for Education and Training (“TCET”) to govern the provision of its services in accordance with Regulation 191/11, “Integrated Accessibility Standards” (the “Regulation”) under the *Accessibility for Ontarians with Disabilities Act, 2005*. These standards are developed to break down barriers and increase accessibility for people with disabilities in the areas of information and communications, employment and transportation.

TCET is governed by this policy as well as the Accessible Customer Service Policy and the *Accessibility for Ontarians with Disabilities Act, 2005* in meeting the accessibility needs of persons with disabilities.

TCET endeavors to regularly ensure and implement accessibility standards in all of its practices.

#### **Statement of Commitment**

TCET strives to ensure a fully accessible environment for all persons with disabilities, and will continue to build upon and improve its practices, in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the Act and its regulations.

This policy will be implemented in accordance with the time frames established by the Regulation.

#### **Accessibility Plan**

TCET will develop, maintain and document an Accessibility Plan outlining TCET’s strategy to prevent and remove barriers from its workplace and to meet its requirements under the Regulation.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on TCET's website. Upon request, TCET will provide a copy of the Accessibility Plan in an accessible format.

### **Self-Serve Kiosks**

In the event TCET utilizes self-service kiosks, TCET will have regard to the accessibility for persons with disabilities when designing, procuring or acquiring the kiosks.

### **Training Employees and Volunteers**

TCET will ensure that it provides training on the requirements of the accessibility standards referred to in the Regulation and will provide training on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing TCET's policies; and,
- all other persons who provide goods, services or facilities on behalf of TCET.

The training will be appropriate to the duties of the employees, volunteers and other persons.

Staff will be trained when changes are made to the accessibility policy. New staff will be trained upon commencement of employment.

TCET will keep a record of the training it provides.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback**

TCET will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request.

### **Accessible Formats and Communication Supports**

Upon request, TCET will provide, or will arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to a disability.

TCET will consult with the person making the request when determining the suitability of an accessible format or communication support.

TCET will also notify the public about the availability of accessible formats and communication supports.

### **Accessible Websites and Web Content**

TCET shall make its internet website and web content conform with the World Wide Web Consortium Web Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA. By January 1, 2021 all internet website and web content backdated to 2012 will conform to WCAG 2.0 Level AA, except where this is impracticable in accordance with the Regulation.

## **EMPLOYMENT STANDARDS**

### **Recruitment**

TCET will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment or Selection Process**

TCET will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, TCET will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability.

### **Notice to Successful Applicants**

When making offers of employment, TCET will notify the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

TCET will inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability. This information will be provided to new employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, TCET will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

In determining the suitability of an accessible format or communication support, TCET will consult with the employee making the request.

### **Workplace Emergency Response Information**

TCET will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if TCET is aware of the need for accommodation due to the employee's disability. TCET will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, TCET will, with the consent of the employee, provide the workplace emergency response information to the person designated by TCET to provide assistance to the employee.

TCET will 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 TCET reviews its general emergency response policies.

### **Documented Individual Accommodation Plans**

TCET shall put in place a written process for developing individual accommodation plans for employees with disabilities.

If requested, information regarding provided accessible formats and communication supports will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

### **Return to Work Process**

TCET will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process will outline the steps that TCET will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

### **Performance Management, Career Development and Advancement & Redeployment**

TCET will continue to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

### **Design of Public Spaces Standards (Accessibility Standards for the Built Environment)**

TCET is committed to designing public spaces that are free from barriers and accessible to all persons it serves. TCET will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped, including:

- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Service related elements, such as service counters and waiting areas.