

## **AODA**

### **INTEGRATED ACCESSIBILITY STANDARDS POLICY**

The following policy has been established by Quanser Consulting Inc. (Quanser) to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the *Accessibility for Ontarians with Disabilities Act, 2005*.

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

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

### **DEFINITIONS**

#### **Assistive Device**

Includes, but is not limited to, a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that a person may require, such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

#### **Disability**

The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- 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.

### **COMMITMENT**

QUANSER is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. This policy will be implemented in accordance with the time frames established by the Regulation.

## **GENERAL PRINCIPLES**

### **Accessibility Plan**

QUANSER will develop, maintain and document an Accessibility Plan outlining its strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

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

### **Self-Service Kiosks**

QUANSER will have consideration for accessibility when designing, procuring or acquiring our self-serve kiosks to better serve persons with disabilities.

### **Training Employees and Volunteers**

QUANSER will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to 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 QUANSER`s policies; and,
- all other persons who provide goods, services or facilities on behalf of the QUANSER

The training will be appropriate to the duties of the employees, volunteers and other persons. Employees will be trained when changes are made to the accessibility policy. New employees will be trained as part of the on boarding process on hire.

QUANSER will keep a record of the training it provides.

## **INFORMATION AND COMMUNICATIONS STANDARDS**

### **Feedback**

QUANSER 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 communications supports, upon request.

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

Upon request, QUANSER 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 disability.

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

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

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

QUANSER will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A.

QUANSER will ensure that it makes the necessary upgrades and changes to our Internet websites, including web content, to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA by January 1, 2020, except where this is impracticable.

## **EMPLOYMENT STANDARDS**

### **Recruitment**

QUANSER 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**

QUANSER 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, QUANSER 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 disability.

### **Notice to Successful Applicants**

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

### **Informing Employees of Supports**

QUANSER will continue to 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 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, QUANSER 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, QUANSER will consult with the employee making the request.

### **Workplace Emergency Response Information**

QUANSER 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 QUANSER is aware of the need for accommodation due to the employee's disability. QUANSER will provide this information as soon as practicable after becoming aware of the need for accommodation.

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

QUANSER will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

### **Documented Individual Accommodation Plans**

QUANSER will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided 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**

QUANSER maintains 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 outlines the steps QUANSER 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 (ie. the *Workplace Safety Insurance Act, 1997*).

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

QUANSER will 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.

**Questions about this policy:**

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

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This policy and its related procedures will be reviewed as required in the event of legislative changes.

**Referenced Documents:**

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Human Rights Code, 1990