

Upper Canada College
Section: 11.5 Integrated Accessibility Standards Policy and Process
Item: Integrated Accessibility Standards Policy
Revision Date: Aug 31, 2017

The following policy has been established by Upper Canada College 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.

UCC 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.

Commitment

UCC 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. ([link to Multi Year Accessibility Plan](#))

Accessibility Plan

UCC will develop, maintain and document an Accessibility Plan outlining the school’s 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 company’s website. Upon request, UCC will provide a copy of the Accessibility Plan in an accessible format.

Training Employees

UCC 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;

- all persons who participate in developing UCC's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained as soon as practicable.

UCC will keep a record of the training it provides.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

UCC 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, UCC 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.

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

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

Accessible Websites and Web Content

UCC 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 AA except where this is impracticable.

EMPLOYMENT STANDARDS

Recruitment

UCC 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

UCC 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, UCC 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, UCC will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

UCC 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, UCC 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, UCC will consult with the employee making the request.

Workplace Emergency Response Information

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

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

UCC 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

UCC 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

UCC 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 UCC 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

UCC 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:

Human Resources
Upper Canada College
200 Lonsdale Rd, M4V 2X8, Toronto, ON
Tel: 416 488 1125

Accommodation Process

Should an employee have a documented disability and request accommodation to effectively perform his/her duties, supported by appropriate medical documentation, accommodations will be considered and granted where it does not provide undue hardship. The College and the manager will also work to ensure that an employee requesting accommodations is not harassed. The College will not tolerate any form of harassment or discrimination.

Measures for accommodation shall be determined collaboratively between the employee and management on a case by case basis, as long as there is supporting medical documentation. When an employee with a disability requests an accommodation, the following process will be followed:

1. Recognize the Need for Accommodation

The need for accommodation can be:

- ⓪ Requested by the employee through his/her supervisor or through human resources; or
- ⓪ Identified by the employee's supervisor, manager or hiring manager.

2. Gather Relevant Information and Assess Needs

The employee is an active participant in this step:

- ⓪ The College does not require details on the nature of the employee's disability to provide an accommodation; it needs to know only about the employee's functional abilities;
- ⓪ The manager may ask for a functional capacity assessment at the College's expense;
- ⓪ The employee and his/her manager evaluate potential options to find the most appropriate measure;
- ⓪ An external expert may be involved, at the College's expense; and
- ⓪ The employee can request the participation of a representative from the workplace.

3. Write a Formal, Individual Accommodation Plan

Once the appropriate accommodation has been identified, the accommodation details are written down in a formal plan, including:

- ⓪ Accessible formats and communication supports, if requested;
- ⓪ Workplace emergency response information, if required; and
- ⓪ Any other accommodation that is to be provided.

The accommodation plan is provided to the employee in a format that takes into account the accessibility needs due to disability, and:

- ⓪ The employee's personal information is protected at all times; and
- ⓪ If the accommodation plan is denied, the manager will provide the employee the reason for the denial, in an accessible format.

4. Implement, Monitor and Review

The employee and manager monitor the accommodation to ensure that it has effectively resolved the challenges:

- ⓪ Formal reviews are conducted at a predetermined frequency;
- ⓪ The accommodation plan is reviewed if the employee's work location or position changes; and
- ⓪ The plan is reviewed if the nature of the employee's disability changes.

If the accommodation plan is no longer appropriate, the employee and the manager work together to gather relevant information and reassess the employee's needs in order for the employer to find the best accommodation measure (see step 2 above).

Where accommodation plans are established, the employee will be provided with an individual accommodation plan outlining the modifications made, the duration for which the accommodations will be in effect and the date at which accommodation will be reevaluated.

Accommodation measures may include, but are not limited to the following:

- Flexible scheduling;
- Modification of job duties;
- Use of technology; and
- Modification of workspace or location of workspace.

Accommodation measures for addiction may include, but are not limited to a leave of absence to seek assessment and treatment for a drug and/or alcohol dependency.