



Supersedes: New Policy

Effective Date: 16-Mar-18

**PURPOSE**

To create a statement of commitment that provides a framework to create accessibility plans and initiatives in order to move towards the goal of improved accessibility for people with disabilities, specifically with regard to the employment standard in the Integrated Regulation.

**SCOPE**

This policy applies to all Dart Canada Inc. (“Dart”) employees, prospective employees, and applicants located in Ontario.

**POLICY**

Under the 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 employment. Dart 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, 2016.

Dart is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and related services, as do all prospective employees and current employees. For this reason, Dart is committed to meeting the accessibility needs of people with disabilities in a timely manner in its HR practices, processes, policies, procedures, and employment related services.

**Definitions**

**Accessible formats:** may include (but are not limited to) large print, recorded audio and electronic formats, Braille, and other formats usable by people with disabilities. The format used will depend on the type of information and, most importantly, the requirements of the intended audience.

**Accommodation:** 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 individual’s unique needs.

**Career development and advancement:** includes providing additional responsibilities within an employee’s current position, and the movement of an employee from their current job to another in an organization that may be higher in pay, provide greater responsibility, be at a higher level in the organization, or any combination of these. Both additional responsibilities and employee movement is usually based on merit, seniority, or a combination of these.

**Communication supports:** may include (but is not limited to) captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that ease effective communications.

**Disability:** is defined as:

- 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 coordination, 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 a dysfunction in 1 or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder



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- an injury or disability that benefits were claimed or received for under the insurance plan established under the Workplace Safety and Insurance Act, 1997

**Employee:** every person who provides services to Dart in return for wages.

**Performance management:** activities related to assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

**Redeployment:** the reassignment of employees to other departments or jobs as an alternative to layoff when a particular job or department has been eliminated.

### **References and Related Statements of Policy and Procedure**

- Accessibility for Ontarians with Disabilities Act, 2005
- Ontario Human Rights Code
- Integrated Accessibility Standard Regulation (O.Reg.191/11)
- SPP AS 3.01 – Statement of organizational commitment
- SPP AS 3.02 – Multi-year accessibility plans
- SPP AS 5.02 – Recruitment, assessment, and hiring
- SPP AS 5.03 – Return to work
- SPP AS 5.04 – Performance management
- SPP AS 5.05 – Career development and advancement
- SPP AS 5.06 – Redeployment
- SPP AS 5.07 – Accessible formats and communication supports
- SPP AS 5.08 – Documented individual accommodation plans
- SPP AS 5.09 – Workplace emergency response information

### **Responsibilities**

It is the responsibility of Managers and Immediate Supervisors to ensure that all employees follow the guidelines set out in this policy, and that all employees are trained under the employment standards of the Integrated Regulation, this policy, and Dart's employment practices and procedures.

Management staff and other staffs who have responsibility for recruiting, hiring, employee selection, and/or who supervise the work of employees of Dart will ensure that the provisions in this policy are implemented.

Staff of the local HR department (or any other designated department) will ensure that the provisions of this procedure are incorporated in their practices.

### **Procedures**

#### **Recruitment, Assessment and Selection Process**

Dart will ensure that the public is made aware, as part of its recruitment practices, that it will provide accommodation for applicants with disabilities in its recruitment, assessment, and selection process. Employees of Dart will also be made aware that it provides accommodation for applicants with disabilities in its recruitment, assessment, and selection process.

When Dart selects job applicants for a job selection process, it will make applicants aware that, upon request, they have access to accommodation in relation to materials and processes that will be used for applicant selection, and that take into account their accessibility needs due to disability.



When Dart makes an offer of employment, it will notify the successful applicant of its policy of accommodating employees with disabilities.

### **Supports for Employees**

Dart will inform employees of its policy of supporting employees with disabilities and procedures that provide for job accommodations. This information will be made available as soon as practicable to new employees and updated information will be provided as policies are revised.

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

Where an employee with a disability requests, Dart will consult with the employee to provide or arrange for accessible formats and communication supports for information that is generally available to employees in the workplace, and that the employee needs to perform his/her job.

In determining the suitability of an accessible format or communication, management will consult with the employee.

### **Workplace Emergency Response Information**

Dart will ensure that individualized workplace emergency response information is provided to employees who have a disability, provided the disability is such that individualized information is necessary, and Dart has been made aware of the need for accommodation due to the disability. This information will be provided as soon as practicable after Dart is made aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, Dart will provide such information to the person designated to assist the employee, with their consent.

Dart will review individualized workplace emergency response information:

- when the employee moves to a different location
- when the employee's overall accommodations needs or plans are reviewed
- when Dart reviews its general emergency response procedures

Dart will ensure that the workplace emergency response information requirements are in place as of January 1, 2012.

### **Individual accommodation plans**

Dart will have a written process in place for the development of documented individual accommodation plans for employees with disabilities.

Dart's written process will address:

- how the employee requesting accommodation can participate in the development of the individual accommodation plan
- how the employee will be assessed on an individual basis
- how Dart can request an evaluation by an outside medical or other expert, at Dart's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved
- how the employee can request to have a representative of their bargaining unit, or another workplace representative if the employee is not a member of a bargaining unit, participate in the development of the accommodation plan



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- the steps taken to protect the privacy of the employee's personal information
- the frequency for reviewing and updating the individual accommodation plan, and how this will be done
- how the reasons for denying an individual accommodation plan will be provided to an employee if accommodation is denied
- how Dart will ensure that the individual accommodation plan is provided in a format that takes into account the employee's accessibility needs due to a disability

Dart will provide individual accommodation plan that:

- includes, if requested, any information regarding accessible formats and accommodation supports provided
- includes, if required, individualized workplace emergency response information
- identifies any other accommodation to be provided

### **Return-to-work process**

The return-to-work process required under the AODA does not replace or override any other return-to-work process created as a result of any other statutory obligations under the Workplace Safety and Insurance Act. Dart is required to develop, put in place, and document a return-to-work process for its employees who have been absent from work due to a disability, and require disability-related accommodations in order to return to work. The process will include:

- an outline of the steps Dart will take to facilitate the return to work of employees who were absent because their disability required them to be away from work
- the use of documented individual accommodation plans as part of the process
- accessibility awareness training for all staff involved in program or course design, delivery, and instruction related to these responsibilities

### **Performance Management, Career Development, and Redeployment Processes**

Dart will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when administering performance management processes, providing career development and advancement, and during redeployment processes.

### **Training for staff**

Dart will provide training on this policy, practices, procedures, and employment standards under the Integrated Regulation, and the Human Rights Code as it pertains to the duty accommodate all employees with disabilities.

Training will be provided to:

- employees
- volunteers
- those involved in the development and approvals of policies, practices, and procedures
- all other persons who provide goods, services, or facilities on Dart's behalf.

### **Modifications to This or Other Policies**

Dart is committed to developing employment policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on applicants, prospective employees, and employees with disabilities.

This policy is available in an alternative format upon request.



**ACCESSIBILITY STANDARD FOR EMPLOYMENT**

**CANADA**

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**Record Keeping**

Dart will maintain accurate records of training delivered to staff, and make these records available for inspection as may be required.

**Federal and Provincial Law**

Where any applicable law conflicts with the provisions of this policy, the policy will be deemed amended as necessary to comply with the law while preserving the principles and intent of the policy.

**Exceptions**

Any exception to this policy must be approved by a Vice President in consultation with the Vice President of HR.