



Supersedes: New Policy

Effective Date: 16-Mar-18

**PURPOSE**

To establish clearly defined requirements for accessible formats and communication supports available to affected employees.

**SCOPE**

This policy applies to all Dart Canada Inc. (“Dart”) employees.

**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 for accessible information and communications support beginning January 1, 2016.

Where an employee requests it, Dart will consult with the employee to arrange for the provision of accessible information and communication supports for information that is needed for the employee to perform their job, and information that is generally available to employees in the workplace.

The procedures apply to all materials and communications produced by Dart for release to employees, whether produced in-house or on behalf of Dart. It does not apply to unconvertible information, and information that Dart does not control (directly or indirectly) through a contractual relationship.

**Definitions**

**Accessible formats:** may include, but is not limited to, large print, recorded audio or electronic formats, Braille, and other formats usable by persons with disabilities.

**Accessible information and communications:** considering accessibility and all ability levels when planning information and communications, and giving employees adequate time to process and reply to information provided.

**Accommodation:** the special arrangements made, or assistance provided, so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation may vary depending on the employee’s unique needs.

**Communication supports:** may include, but are not limited to, captioning, alternative or augmentative communication, plain language, sign language, and other supports that facilitate effective communications.

**Reasonable efforts:** taking approaches that meet the required needs of the individual.

**TTY:** abbreviation for text telephone, a device that allows people who are deaf, hard of hearing, or speech-impaired to use the telephone for communication by allowing them to type text messages.

**Responsibility**

Dart will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for:

- information that is needed in order to perform the employee’s job
- information that is generally available to employees in the workplace

Dart will strive for all materials and communications to be produced in such a way as to reduce barriers in the original document.



All management or supervisory staff will consult with applicable employees in their area in order to provide them with the accessible formats and communications supports they require to do their jobs effectively, and to be informed of information that is generally available to all employees in the workplace.

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

- Accessibility for Ontarians with Disabilities Act, 2015
- Ontario Human Rights Code
- Integrated Accessibility Standard Regulation (O.Reg.191/11)
- SPP AS 5.01 – Accessibility standard for employment policy, statement of commitment
- 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 5.08 – Documented individual accommodation plans
- SPP AS 5.09 – Workplace emergency response information

### **Procedures**

#### **Notification**

Dart will advise employees of the availability of accessible formats and communications supports. The Accessible Formats and Communication Supports Request form can be obtained from the employee's Immediate Supervisor or local HR representative.

Dart will prominently display a notice that accessible formats and communication supports are available upon request. This will include the request for accessible formats for employees.

#### **Processing Requests**

Requests for an accessible format or communication support can be submitted in person, by phone/TTY, or through electronic formats (e.g., email) to the employee's Immediate Supervisor or local HR representative.

Upon receipt of a request, the Immediate Supervisor will forward the request to the appropriate operational staff or, in consultation with the employee making the request, provide or make arrangements to provide the accessible format and communication supports that meet the need of the employee.

#### **Timeframe**

Accessible formats and communication supports will be provided in a timely manner, taking into account the employee's accessibility needs.

The timeframe for the conversion process of a document into an accessible format, or the provision of a communication support, can vary depending on the media chosen, the size, complexity, quality of source documents, and the number of documents to be converted. Documents will be returned in a timely manner, depending on the factors previously noted.



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If the document being requested is the subject of a consultation or review, or has a set timeframe for comment, the timeframe for document conversion and distribution must be taken into consideration.

Once the appropriate format or support is determined with the requestor, the Immediate Supervisor will provide or arrange for the provision of the accessible formats and/or communication with the appropriate operational staff.

If the Immediate Supervisor and/or operational staff determine that information is unconvertible, they will provide the employee requesting the information or communication with the following:

- a written explanation detailing why the information or communications are unconvertible
- a summary of the unconvertible information or communication

The local HR representative, Supervisors, and Managers will monitor current practices to ensure compliance.

This policy and procedure are available in an alternative format upon request.

**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.