

UNLOCKING THE AODA:

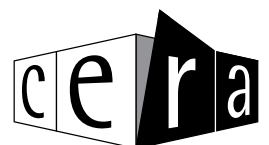
**Landlords' Obligations
Under The *Accessibility
For Ontarians With
Disabilities Act***

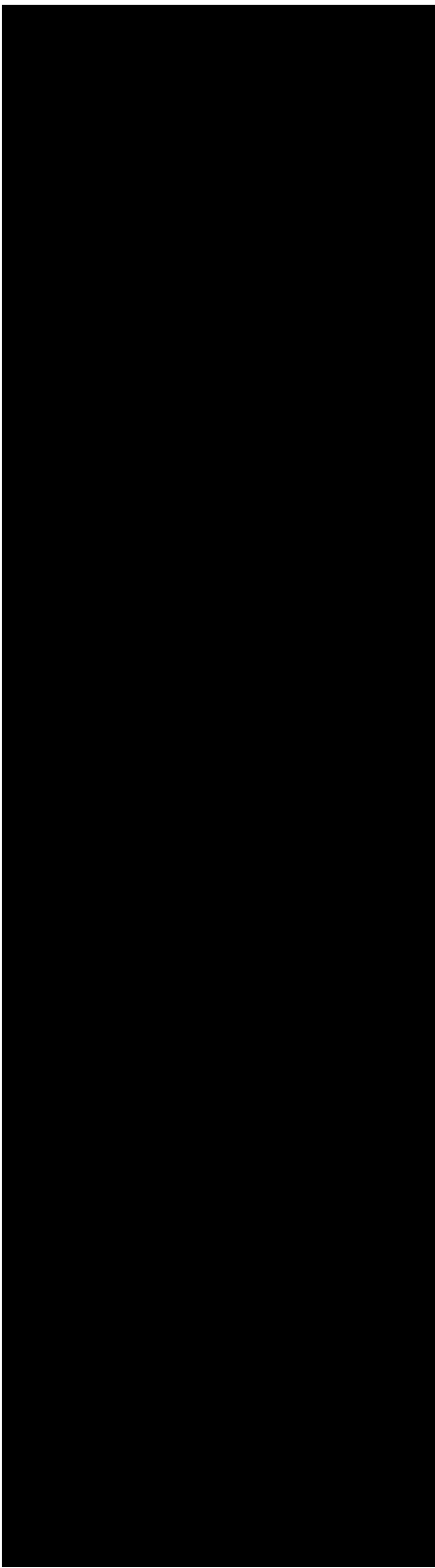
**A ToolKit For
Landlords In Ontario**



Ontario

An EnAbling Change Partnership
project with the Government
of Ontario





HOW TO USE THIS TOOLKIT

This toolkit is designed to assist small-to-medium-sized landlords in implementing the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards. It should be read in conjunction with the AODA, its regulations and the accompanying resource guide. The guide is designed to provide you with information about the law and provide you with practical solutions to the accessibility challenges small-to-medium-sized landlords face.

The toolkit will provide you with tools for implementing the AODA within your organization or business. In order to comply with the AODA, landlords with one or more employees in Ontario must establish policies and undertake initiatives related to how they serve, communicate, and interact with tenants with disabilities. This toolkit identifies requirements for compliance under the AODA that are most relevant to the relationship between tenants and landlords and provides compliance checklists. You can tear out and photocopy these checklists as you work towards implementation.

The toolkit also provides templates. You can use these templates to guide the development of your organization's own policies and plans. The templates can serve as a useful starting point and can be modified as necessary to suit the needs of your organization and the needs of your tenants with disabilities.

Although designed to be a helpful resource for landlords, this toolkit is not a substitute for legal advice. If you need legal advice, please contact a lawyer.

You may have additional obligations under the AODA and its standards that are not related to your relationship with tenants (for example, you may have additional obligations towards your employees). You can find additional information about the AODA and all its standards from the Government of Ontario's website at <http://ontario.ca/accessibility>.

REQUIREMENT 1

Develop Accessibility Policies and an Accessibility Plan, Including Policies About How You Will Provide Accessible Customer Service

The Customer Service Standard

Under the Customer Service Standard you must create accessible customer service policies. These policies must address the topics identified in the standard to prevent potential barriers that tenants with disabilities might face in accessing services. They must also state that the landlord will communicate with a person with a disability in a way that takes into account their disability. All of the accessible customer service policies can be contained in one document.

Compliance Checklist

- Conduct a review of your current policies that relate to how you provide service to tenants with disabilities.
- Gather feedback! Consult tenants, and tenants with disabilities in particular, about how you can provide more accessible service to tenants with disabilities. You can also consult staff members that interact with tenants about ways that you can improve accessibility for tenants with disabilities.
- Using the knowledge you've gathered in the steps above, establish your customer service policies. Ensure your newly established policies address the required topics (as shown in the Accessible Customer Service Policy Template at the back of this toolkit) including how you will deal with tenants who use assistive devices.
- Keep in mind the principles of dignity, independence, integration and equality as you develop your customer service policy!

If a landlord has 20 or more employees:

- Prepare a document that describes your accessible customer service policies and let tenants know that the document is available. **You may use the template at the back of this toolkit or create your own.**
- Provide a copy of this document to anyone who requests it and provide it in an accessible format, if requested.

The Integrated Accessibility Standards Regulation

Under the Integrated Accessibility Standards Regulation, you also must develop, implement and maintain policies about how your organization will meet your requirements under the standards and become more accessible.

Compliance Checklist

- Conduct a review of your current policies that relate to tenants with disabilities.
- Pay close attention to gaps in your existing policies, practices, and procedures.
- Keep in mind the principles of dignity, independence, integration and equality as you develop your policies!
- Establish accessibility policies that fit your organization. You may use the template at the back of this toolkit or create your own.
- Update your policies when there are changes within your organization.

If a landlord has 50 or more employees:

- Write a statement of commitment that confirms your commitment to meeting the accessibility needs of your tenants and establishes your goals for accessibility.
- Put your statement of commitment and accessibility policies in writing and make them available to the public. You must provide this information in an accessible format, upon request.
- Write an accessibility plan that sets out how your organization will meet its accessibility requirements on time and address, prevent and remove barriers to accessibility.
- Make your accessibility plan available to the public, and provide it in an accessible format if requested.
- You may use the policy and plan template at the back of this toolkit or create your own.**
- Review and update your accessibility plan every 5 years.

REQUIREMENT 2

Allow Service Animals

Compliance Checklist

- Take time to understand what is meant by a service animal. See the accessible customer service policy template at the back of this toolkit for a definition of service animal.
- Think about how staff will determine if an animal is a service animal for the purpose of the policy. The accessible customer service policy template at the back of this toolkit includes a definition of what is a service animal.
- Review your existing policies to determine if you already have policies regarding service animals.
- Revise or establish a policy regarding service animals for your premises.
 - Be sure your policy states that service animals will be allowed on all areas of the premises open to the public.
 - In the policy, be sure to identify public areas of your premises where service animals are permitted.
 - Consider what alternate arrangements can be made to provide service to a person that uses a service animal if the service animal is prohibited by another law.

REQUIREMENT 3

Allow Support Persons

Compliance Checklist

- Take time to understand what is meant by a support person. See the accessible customer service policy template at the back of this toolkit for a definition of support person.
- Review your existing policies to determine if you already have policies regarding support persons.
- Revise or establish a policy regarding allowing support persons on your premises.
 - Be sure your policy states that support persons will be allowed on all areas of the premises open to the public.
 - Your policy should address how you will deal with situations where a support person is present and confidential information about the tenant will be shared.
 - Your policy should address how you will deal with admission fees for support persons. Think about how you will provide notice if a support person will be charged an admission fee for an event or function on the premises.

REQUIREMENT 4

Provide Notice Of Temporary Disruptions To Facilities Or Services

Compliance Checklist

- Review and identify the facilities and services that tenants with disabilities rely on to access your services.
- Review and identify any alternative facilities and services that may be available to tenants with disabilities if there is a temporary disruption in service.
- Determine when and how tenants with disabilities will be notified of service disruptions. Keep in mind the varying needs of tenants with disabilities when considering the various ways in which notice may be given.
- Establish a policy regarding notice of temporary disruptions using the information gathered in the steps above. You may use the template at the back of this toolkit or create your own.

REQUIREMENT 5

Provide Accessible Formats And Communication Supports, On Request

Compliance Checklist

- Review current policies to determine if you already have policies, practices or procedures related to providing accessible formats and communication supports to tenants and other people with disabilities when requested.
- Determine the process you will use to meet requests for accessible formats or communication supports.
 - Remember the importance of working with the person to find a solution that works for everyone. Consider how you will consult with the tenant who is requesting an accessible format or communication support to determine their accessibility needs.
 - Be creative when discussing solutions with the person who is making the request and always remember the principles of dignity, independence, integration and equality!
 - Consider what steps you will take if it is determined that you are unable to convert the requested information or communication into an accessible format. You will need to explain to the person making the request why you were unable to provide an accessible format or communication support and provide a summary of the content to the person.
- Using the information gathered in the steps above, establish a practice that ensures accessible formats and communication supports are provided to tenants with disabilities upon request.
 - Remember that accessible format and communication supports must be provided in a “timely manner.” While the law does not specify what is meant by this term, it is important to respond to requests as quickly as possible. Being prepared will help you respond as soon as possible.
 - The requested accessible format or communication supports must be provided to the tenant with a disability at no additional cost than the regular cost charged to others.
- Notify the public about the availability of accessible formats and communication supports. This can be done in a variety of ways, including (but not limited to) posting the information in a common area of the residential complex, providing individual notification to each tenant, or posting the information on your website.

REQUIREMENT 6

Make Public Emergency Information Accessible, On Request

- The law does not require you to create new emergency and public safety information if you do not have those in place.
- The law does not require you to convert your emergency and public safety information to accessible formats or provide communication supports if you do not share this information with the public.
- Real-time emergency information (such as announcements and alarms) is not included in this requirement.
- **If you have emergency and public safety information in place and it's available to the public, then you must make this information available in accessible formats or with communication supports upon request.**
 - The Fire Code (a regulation made under the Fire Protection and Prevention Act, 1997) requires landlords to provide certain emergency and safety information to tenants. For example, all landlords must provide tenants with a copy of the manufacturer's maintenance instructions for the smoke alarm and carbon monoxide alarm in the rental unit. Depending on the nature and size of the residential complex, landlords may have additional obligations under the Fire Code. You should consult the Fire Code to ensure that you are meeting your minimum requirements respecting fire safety.

Compliance Checklist

- Determine what, if any, emergency procedures and public safety information you have in place and whether it is available to the public.
- If you have emergency procedures and public safety information that are available to the public, review whether your existing policies address the process you will use to provide the information in accessible formats or with communication supports when requested.
- Determine how you will provide your emergency and public safety information in accessible formats or with communication supports to tenants when requested.
 - Consider how you will consult with the tenant who is requesting an accessible format or communication support to determine their accessibility needs. Be creative when discussing solutions with the tenant who is making the request and always remember the principles of dignity, independence, integration and equality!
- Provide emergency and public safety information in an accessible format or communication supports upon request, and "as soon as is practicable." While the law does not specify what is meant by this term, it is important to respond to requests as quickly as possible. Be prepared!

REQUIREMENT 7

Establish A Process For Receiving And Responding To Feedback

Customer Service Standard

The Customer Service Standard requires you to develop a policy regarding how you will receive and respond to feedback related to providing accessible customer service to tenants with disabilities.

Compliance Checklist

- Review current policies to determine what policies, if any, you already have in place related to receiving and responding to feedback about providing services to tenants and other people with disabilities.
- Determine how you will receive and respond to this kind of feedback.
- Revise or establish your customer service feedback policy using the information you gathered in your review of your current practices.
 - Determine how people can provide feedback and the process for receiving and dealing with feedback, including the actions to be taken if a complaint is received.
 - Determine what actions you will take if a complaint is received, including how quickly people can expect to receive a response to feedback.
 - Be sure that your policy allows for feedback in a variety of ways that take into account the varying disabilities that tenants may have. Your policy must allow for feedback to be provided in person, by telephone, in writing, or electronically (text, email, file), or in another way.
- Notify the public about your feedback process. This can be done in a variety of ways, including (but not limited to) posting the information in a common area of the residential complex, providing individual notification to each tenant, or posting the information on your website.

If a landlord has 20 or more employees:

- Prepare a document describing your customer service feedback process and provide a copy of the document to anyone if requested. This may be a separate document or part of your accessible customer service policy as shown on the template at the back of this toolkit.

Information and Communication Standard

The Information and Communication Standard also speaks to your obligations regarding feedback processes. The law does not require you to create additional feedback processes (other than the customer service feedback process described above) if you do not currently have them. However, if you have additional feedback processes in place you must make them accessible to individuals with disabilities, on request.

Compliance Checklist

- Make feedback processes accessible by providing accessible formats and communications supports when requested to do so.

REQUIREMENT 8

Train Staff, Contract Workers And Others

Customer Service Standard

Under the Customer Service Standard, anyone who interacts with tenants or the public, or helps to create the landlord's customer service policies must receive training.

Compliance Checklist

- Review your existing training practices regarding accessibility and providing service to tenants with disabilities.
- Consider who will be trained. Remember all staff, volunteers and contract workers who interact with tenants or the public, or who create customer service policies must receive training under the Customer Service Standard.
- Consider how third party contractors will be trained and how third party contractors will prove they have received the requisite training if it is not delivered directly by your organization.
- Consider when new staff will receive training and when/how training will be updated.
- Determine what information will be included in the customer service training and determine the format of training.

Customer service training must include the following information:

- an overview of the AODA and the customer service standard
 - your policies regarding the customer service standard, including your feedback process
 - how to interact with and communicate with people with various types of disabilities
 - how to interact with people who use assistive devices or require the assistance of a service animal or support person
 - how to use assistive devices that are on site that may help with the delivery of goods or services to people with a disabilities
 - what to do if a person with a disability is having difficulty accessing your services
- Deliver the training to the required individuals.
 - Provide updated training whenever your customer service policies change.

If you have 20 or more employees:

- Prepare a document describing your training policy. This document should include a summary of the contents of the training and details of when the training is to be provided.
- Log your training activities (including the number of people trained and the dates training was provided).

Resources to help you meet the training requirements under the Customer Service Standard are available from the Government of Ontario at:

<http://curriculum.org/sae-en/> (**Serve-Ability, an online training module**)

<http://ontario.ca/accessibility> (**additional resources**)

Integrated Accessibility Standards Regulation

Under the Integrated Accessibility Standards Regulation, landlords are required to train their staff on the requirements of the other standards that pertain to their duties, and on the Ontario Human Rights Code (the Code) as it relates to people with disabilities.

- Review your existing training practices regarding accessibility and the Code.
- Consider who will be trained and on which standards (as pertains to their duties). Remember all employees and volunteers, anyone who is involved in developing your organization's policies, and anyone who provides goods, services or facilities on your behalf must receive training under the Integrated Accessibility Standards Regulation.
- Consider when new staff will receive training. Training should be completed as soon as is practicable.
- Deliver the training to the required individuals.
- Provide updated training whenever policies change.

If you have 20 or more employees:

- Keep a record of the training provided including the dates on which the training is provided and the number of individuals who have been trained.

Resources to help you meet the training requirements under the Integrated Accessibility Standards Regulation are available from the Government of Ontario at:

<http://www.AccessForward.ca> (**training modules and other resources**)

REQUIREMENT 9

Make Websites And Web Content Accessible

Compliance Checklist

If you are a landlord with 50 or more employees:

- Review your website and web content to determine if it is accessible according to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0.
- Refer to the Government of Ontario's information for making your website more accessible. This helpful resource provides information that will help you comply with the accessible website requirements. It's available for free at:
<http://ontario.ca/accessibility>
- The requirements for website accessibility are staggered to allow organizations time to meet them. Make the necessary changes to your new and significantly refreshed Internet websites and web content by January 1, 2014, and make all your Internet websites accessible by January 1, 2021.

If you are a landlord with less than 50 employees, you do not have requirements to make your website and web content accessible.

REQUIREMENT 10

File Online Accessibility Compliance Report

Compliance Checklist

If you are a landlord with 20-49 employees:

- File your on-line report with the Government of Ontario certifying compliance with the Customer Service Standard. You can file your report at: <http://ontario.ca/accessibility>
- Mark December 31, 2017 in your calendar! Your next online report is due in 2017, by December 31.
- File an online report certifying compliance with the Customer Service Standard every three years thereafter, as required by the law.

If you are a landlord with 50 or more employees:

- Confirm that you have filed your online report with the Government of Ontario certifying that you have complied with the Customer Service Standard and your other requirements under the Integrated Accessibility Standards Regulation by the deadlines set out above.
- File an online report certifying compliance with all your accessibility requirements every three years thereafter, as required by the law.

If you are a landlord with less than 20 employees you do not have to file an online report.

Accessible Customer Service Policy

If you are a landlord with 20 or more employees, you must put your accessible customer service policies in writing. You may use this template or create your own.

_____ is committed to providing accessible service for all tenants and the public. This includes providing quality service to all people including those with disabilities.

_____ recognizes the importance of providing accessible service and we will make all reasonable efforts to ensure that our policies, practices, and procedures regarding the provision of services are in accordance with the principles of dignity, equality, independence, and integration.

_____ will make all reasonable efforts to communicate with people with disabilities in a way that takes their disability and needs into account.

POLICY REGARDING THE USE OF ASSISTIVE DEVICES

_____ recognizes that some people with disabilities may require and use assistive devices. Examples of assistive devices include (but are not limited to) wheelchairs, hearing devices, a cane, or reading devices. We welcome people with disabilities to use their personal assistive devices to access our services.

In cases where the personal assistive device presents a significant or unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services.

_____ recognizes the need to work with people with disabilities to find ways to access our services when a person with a disability is unable to access our services using their own personal assistive devices.

_____ will ensure that all staff, contractors and others who provide service to people are trained and familiar with the various assistive devices we have on-site or that we provide that may be used by people with disabilities while accessing our services.

POLICY REGARDING SERVICE ANIMALS

For the purpose of this policy a service animal includes:

1. a guide dog as defined in section 1 of the Blind Persons' Rights Act or
2. any animal for which it is readily apparent that the animal is used by the person with a disability for reasons related to his/her disability, or
3. if the person provides a letter from a medical professional confirming that the person requires the animal for reasons related to his/her disability.

_____ welcomes people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public.

Public areas of our space include _____

Service animals are not permitted where disallowed by another law. In situations where service animals are not allowed to accompany a person with a disability on our premises because they are excluded by another law, all reasonable efforts will be made to make alternate arrangements to provide service to the person in a way that takes the person's disability and needs into account.

POLICY REGARDING SUPPORT PERSONS

For the purpose of this policy, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

_____ welcomes people with disabilities who are accompanied by a support person. A person with a disability who is accompanied by a support person will be allowed to have the support person accompany them on our premises in all areas of the residential complex open to the public.

Public areas of our space include _____

If a support person is present when confidential information is going to be disclosed or discussed, we will ask the person with a disability if they want their support person to remain present.

In most circumstances, fees will not be charged for support persons. All reasonable efforts will be made to ensure support persons are not charged a fee for admission to our premises.

If _____ intends to charge an admission fee for a support person at an event or function on our premises, we will notify people of the fee in advance by posting a notice providing information about the amount payable by the support person in the following location(s):

POLICY REGARDING NOTICE OF TEMPORARY DISRUPTION

If there is a planned or unexpected disruption to services or facilities ordinarily used by people with disabilities, _____ will provide notice by clearly posting a notice that provides information about the reason for the disruption, the dates the disruption will occur, and the anticipated duration of the disruption. A description of alternative facilities or services that are available will also be provided if possible.

Services or facilities covered under this policy include but are not limited to

(Examples include but are not limited to: elevators, ramps, automatic door openers, chair lifts, laundry facilities, and TTY services).

Notice will be provided in the following ways:

(Examples include but are not limited to: posting written notice in common areas, giving written notice to each tenant at their rental unit, or by email or electronic communication)

If the disruption is planned, a reasonable amount of notice will be provided by _____ . If the disruption is unanticipated, _____ will provide as much notice as possible.

POLICY REGARDING ACCESSIBLE CUSTOMER SERVICE FEEDBACK PROCESSES

_____ will always endeavour to communicate with people with disabilities in ways that take into account their disability.

People who wish to provide feedback on the way _____ provides services to people with disabilities can provide feedback in the following way(s): _____

(Examples include but are not limited to: in person, by telephone, in writing, by email, or online)

The process for dealing with feedback, including complaints, is as follows:

People who have provided their contact information with their feedback will receive an initial response from _____ within _____ days.

POLICY REGARDING CUSTOMER SERVICE TRAINING FOR STAFF, VOLUNTEERS AND OTHERS

_____ will provide accessible customer service training to employees and any others who deal with people on our behalf and will provide training to people involved in the development of policies related to the provision of accessible customer service.

Customer service training will be provided for the following persons:

a) staff in the following positions:

- b) volunteers
 - c) maintenance workers
 - d) contract workers
 - e) others including:
-
-

New staff will receive training according to this policy within _____ days of being hired (training should take place as soon as is possible after the new staff begin working with our organization or after a change of duties (or position) for existing staff).

Training will also be provided on an ongoing basis in connection with changes to applicable legislation, and/or our policies governing the provision of accessible customer service to tenants with disabilities.

If _____ engages a third party contractor who interacts with people on behalf of _____, we shall ensure that:

- a) the contractor's employees or agents have received training directly from _____, or
- b) the contractor's employees or agents have received training in accordance with this policy and upon request, shall provide the training records to _____

Training under this policy will include:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements of the customer service standard;
- our policies regarding the customer service standard, including our feedback process;
- how to interact with and communicate with people with various types of disabilities;
- how to interact with people who use assistive devices or require the assistance of a service animal or support person;
- how to use assistive devices that are on site that may help with the delivery of goods or services to a person with a disability; and
- what to do if a person with a disability is having difficulty accessing services from _____

If you are a landlord with 20 or more employees also include the following information in your policy:

As required by accessibility standards for customer service, _____ will record the dates on which the training is provided and the number of individuals who have been trained.

_____ will let tenants and the public know that this document containing our accessible customer service policies is available. _____ will provide a copy of this document to anyone who requests it and provide it in an accessible format, upon request.

FOR MORE INFORMATION CONTACT:

Phone:

Email:

TEMPLATE

Policies And Plan For Compliance With The Integrated Accessibility Standards

If you are a landlord with 50 or more employees, you must put your accessibility policies and plan in writing. You may use this template or create your own.

ACCESSIBILITY POLICIES AND PLAN

_____ 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 people 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, 2005 (AODA).

_____ has developed and implemented accessibility policies about how we will meet our requirements under the Integrated Accessibility Standards. We will update these policies as changes occur at our organization.

If you are a landlord with 50 or more employees also include the following information in the Accessibility Policies and Plans section of your document:

_____ has developed an accessibility plan to ensure we meet our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This plan will be made available on our website and will be updated at least once every five years.

INFORMATION AND COMMUNICATION SUPPORTS

_____ ensures that accessible formats and communication supports are provided to people with disabilities in a timely manner and at no additional cost to the person, upon request. We will consult with people with disabilities to determine their information and communication needs.

We have notified the public about the availability of accessible formats and communication supports.

_____ will take the following steps to ensure that accessible formats and communication supports are provided to people with disabilities upon request as is required to meet the accessibility standards:

EMERGENCY AND PUBLIC SAFETY INFORMATION

_____ will provide our publicly available emergency and public safety information in an accessible format or with communication supports upon request, as soon as is practicable.

ACCESSIBLE FEEDBACK PROCESSES

_____ ensures that any feedback processes in place are accessible by providing accessible formats or with communications supports when requested.

_____ will take the following steps to ensure any feedback processes in place are accessible as is required to meet the accessibility standards:

TRAINING STAFF, VOLUNTEERS AND OTHERS

_____ will provide training to our staff on the requirements of the standards that pertain to their duties, and on Ontario's Human Rights Code as it relates to people with disabilities.

New staff will receive training according to this policy within _____ days of being hired (training should take place as soon as is possible after the new staff begin working with our organization or after a change of duties (or position) for existing staff).

Training will be provided for the following persons:

a) staff in the following positions:

b) volunteers

c) maintenance workers

d) contract workers

e) others including:

Training will be provided on an ongoing basis in connection with changes to applicable legislation, and/or our policies.

_____ will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws:

ACCESSIBLE WEBSITES AND WEB CONTENT

If you are a landlord with 50 or more employees include the following information in your document:

_____’s website and web content is accessible according to the World Wide Web Consortium’s Web Content Accessibility Guidelines.

_____ will take the following steps to make all new websites and content on those sites confirm with the World Wide Web Consortium’s Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014:

_____ will take the following steps to make all websites and content confirm with WCAG 2.0, Level AA by January 1, 2021:

EMPLOYMENT STANDARDS

Workplace Emergency Response Information

_____ commits to take the following steps if an employee might need help in an emergency due to a disability:

- provide individualized workplace emergency response information to the employee;
- get the employee’s consent, then share this information with the people designated to help them in an emergency; and
- review the emergency response information when the employee changes work locations, when we review the employee’s accommodation needs, or when we review our general emergency response policies.

Accessible Hiring Practices

_____ is committed to ensuring we engage in accessible hiring practices.

During the recruitment phase, _____ will notify employees and the public that we will provide accommodation during the hiring process. When selecting candidates for an interview, _____ will notify the applicant that we will provide accommodations regarding the materials and processes to be used upon request and we will consult with the person requesting accommodation on how best to meet their needs.

When making an offer of employment, _____ will let successful applicants know about our policies for accommodating employees with disabilities.

Informing Employees about Accommodation Policies

_____ will inform all employees of our policies to support employees with disabilities. This includes job accommodation policies that take into account an employee's accessibility needs due to disability.

Accessible Formats and Communication Supports

Upon receiving a request for accommodation, _____ will consult with the employee with a disability to provide the most appropriate accessible formats and communication supports for job-related information.

Performance Management, Career Development and Job Changes

_____ will take into account the accessibility needs of employees with disabilities when we engage in performance management activities or work with employees to measure and improve their performance, productivity and effectiveness.

When _____ offers an employee with a disability the opportunity for advancement, we will provide the accommodations needed to help them succeed.

If _____ reassigns or redeploys employees as an alternative to layoffs, we will take the needs of employees with disabilities into account. _____ will transfer the employee's accommodation plan and supports upon reassignment

If you are a landlord with 50 or more employees also include the following information in your document:

Individualized Accommodation Plans for Employees with Disabilities

_____ has a written process for developing individual accommodation plans for employees with disabilities.

_____ is committed to providing accommodations for people with disabilities. When an employee with a disability requests an accommodation, we will follow this process.

Step 1: Recognize the Need for Accommodation

The need for accommodation can be:

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

Step 2: Gather Relevant Information and Assess Needs

The employee is an active participant in this step.

_____ does not require details on the nature of the employee's disability to provide an accommodation; it only needs to know about the employee's abilities.

The manager may ask for a functional capacity assessment at the organization's expense.

The employee and his/her manager evaluate potential options to find the most appropriate measure.

An external expert may be involved, at the organization's expense.

The employee can request the participation of a representative from his/her bargaining agent. If there is no bargaining agent, someone from the workplace can be a representative.

Step 3: Write a Formal, Individual Accommodation Plan

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

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

The employee's personal information will be protected at all times. If the employer denies an accommodation, ensure that the employee knows the reasons for the denial.

Step 4: Implement, Monitor, and Review Accommodation Plan

The employee and his or her manager monitor the accommodation to ensure that it has effectively resolved the issue.

Formal reviews happen according to a regular schedule.

The accommodation plan is reviewed if the employee's work location or position changes.

The accommodation is reviewed if the nature of the employee's disability changes.

If the accommodation is no longer appropriate, the employee and the manager can work together to gather information and reassess the employee's needs in order for _____ to find the best accommodation measure (Step 2).

Return to Work Process for Employees

_____ has a return to work process for its employees who have been absent from work due to a disability and require an accommodation to return to work.

_____ is committed to supporting employees who have been absent from work due to a non-work related disability and who require an accommodation in order to return to work. We will follow the process detailed below to support their safe return to work.

Step 1: Initiate the Return to Work Process

The employee reports a need for disability leave to supervisor or human resources. Information is sent to the Return to Work Coordinator.

Step 2: Make and Maintain Contact with the Employee on Leave

The Return to Work Coordinator:

- maintains regular contact with the employee, with the employee's consent
- provides the employee with return to work information
- helps resolve any problems with treatment, if asked by the employee
- monitors employee's progress until fit for work

The Employee:

- gets and follows the appropriate medical treatment
- updates the return to work coordinator with his or her progress
- provides the healthcare provider with return to work information

The Health-care provider:

- provides the appropriate and effective treatment to employee
- provides required information on employee's functional abilities, if requested

Step 3: Develop a Return to Work Plan

The employee, the return to work coordinator and the healthcare provider (if needed) develop a formal return to work plan. This is included in the employee's individual accommodation plan (if applicable). If the employee has no residual functional limitations, he or she returns to his or her regular position with no accommodation required.

If the employee has temporary functional limitations, he or she returns to work to a temporary modified job with accommodation, or to an alternate transitional position.

If the employee has lasting functional limitations, he or she returns to work with permanent accommodations or is reassigned to another permanent position.

Step 4: Monitor and Evaluate the Return to Work Process

The employee, supervisor, and return to work coordinator monitor and review the return to work plan regularly until it is completed.

The return to work process will undergo modifications to overcome any challenges the employee encounters.

FOR MORE INFORMATION CONTACT:

Phone:

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