



*Accessibility for Ontarians with Disabilities Act -*  
**INTEGRATED ACCESSIBILITY  
STANDARDS POLICY - SAMPLE**

**April 2023**

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## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

This resource references *Accessibility for Ontarians with Disabilities Act*. This Ontario based legislation outlines accessibility standards that came into effect in 2005. They are comprehensive and employers who follow them will likely be compliant with similar legislation from other provinces however consult your own provincial standards to confirm your legislative requirements. Employers not governed by the *Accessibility for Ontarians with Disabilities Act* or other legislation, who choose to adopt the principles of this legislation will lead the market in their employment practices for persons with disabilities.



## STATEMENT OF COMMITMENT

[Company Name] is dedicated to treating all individuals in a way that allows them to maintain their dignity and independence. The organization believes in equal opportunity, access and participation for people with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by ensuring compliance with Ontario's accessibility laws and by identifying, preventing and removing barriers to accessibility.

## PURPOSE

The Integrated Accessibility Standards policy is intended to highlight [Company Name]'s continued commitment to and compliance with the *Accessibility for Ontarians with Disabilities Act*.

The Integrated Accessibility Standards Regulation establishes the accessibility standards and compliance requirements for each of the following five standards; Customer Service, Information and Communication; Employment and where applicable, Transportation and Design of Public Spaces.

This policy will outline how [Company Name] achieves the standards that are applicable to our business in the trucking and logistics sector. This policy is in addition to and does not replace our policy, [insert the name of your company's policy specific to the Customer Service Standard] that sets out how we provide services to clients with disabilities and satisfies the requirements of the Customer Service Standard.

## SCOPE

The Integrated Accessibility Standards applies to paid employees, including, but not limited to, full-time, part-time, seasonal and contract employment.

## DEFINITIONS

**Disability** (as defined in the act)

- a) any degree of physical disability, infirmity, malformation or disfigurement a person is born with or that that is caused by bodily injury, birth defect or illness;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.



## **Barrier** (as defined in the act)

Anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

## **Accessible Formats**

The presentation of printed, written, or visual material so that people who do not read print can access it. Formats that are usable by persons with disabilities include, braille, large print, recorded audio, screen readers and accessible web content.

## **Communication Supports**

Methods by which people who cannot access verbal or audio information to receive it visually or ways for people who are non-verbal to communicate with people who speak. Supports that facilitate effective communication include captioning, alternative and augmentative communication and sign language.

# GENERAL TRAINING REQUIREMENTS

[Company Name] will provide accessible training to:

- All employees;
- Anyone involved in developing our policies; and
- Anyone who provides goods, services, or facilities to customers on our behalf.

Training will be provided during new hire orientation or within three (3) months after being hired.

Records will be kept of the training provided which will include the following:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard;
- The Human Rights Code as it pertains to persons with disabilities;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on-site or that may help with providing goods, services, or facilities to people with disabilities;
- What to do if a person with a disability is having difficulty in accessing the Company's goods, services, or facilities; and
- A review of [Company Name]'s policies related to providing accessible client service to clients with disabilities and the Integrated Accessibility Standards Regulation.



# THE STANDARDS

## A. Information and Communication

[Company Name] is dedicated to meeting the communication needs of people with disabilities and will achieve this by complying with the following measures:

**Accessible formats and communication support:** [Company Name] will provide accessible formats and communication supports for persons with disabilities when requested. Any request for accessible formats and communications supports will consider the persons accessibility needs to determine the appropriate format or support and will be provided in a timely manner.

**Emergency procedures, plans or safety information:** [Company Name] will make available to the public, when requested, emergency and safety procedures and plans in an accessible format and with appropriate communication supports.

**Accessible websites and web content:** [Company Name] will ensure that its Internet websites, including web content, conform to the Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable. Where it is impracticable, the Company will provide an explanation upon request.

**Feedback:** [Company Name] will ensure that its process for receiving and responding to feedback is accessible to persons with disabilities and will communicate the availability of accessible feedback procedures when requested.

## B. Employment

[Company Name] is committed to applying fair, respectful and accessible employment practices throughout the entire employment lifecycle. This includes the recruitment, hiring, performance management, return to work processes and redeployment.

### General Recruitment, Assessment and Selection Process

[Company Name] will ensure its employees and the public are informed about the availability of accommodation for applicants with disabilities throughout its recruitment process.

The Company will also notify job applicants who are selected to move forward in the recruitment cycle and are required to participate in an assessment, that accommodations are available upon request as it relates to the materials or processes that will be used.

When an applicant is selected that requests an accommodation, the Company will consult with the applicant and arrange an appropriate accommodation that takes into consideration the applicants accessibility needs due to their disability.

When extending an offer of employment, [Company Name] will notify the successful applicant of its policies for accommodating employees with disabilities.



## Accessible Formats and Communication Supports

When a request is made by an employee with a disability, the supervisor will consult with the employee to arrange for the provision of accessible formats or communication supports needed by the employee to perform their job duties (e.g. job descriptions, training manuals).

Additionally, company information that is typically provided to employees will be delivered in an accessible format or with a communication support when requested by an employee with a disability. This includes but is not limited to company emails, memos, policies and health and safety information.

## Performance Management, Career Development and Redeployment

[*Company Name*] is committed to providing employees with disabilities with the accessibility they need to continue to grow and develop with our organization. Their accessibility needs will be considered when:

- Participating in the performance management process;
- Providing career development opportunities such as training, coaching, mentoring etc.;
- Advancing/promoting employees; and
- Redeploying/reassigning employees.

## Accessible Formats and Communication Supports

When a request is made by an employee with a disability, the supervisor will consult with the employee to arrange for the provision of accessible formats or communication supports needed by the employee to perform their job duties (e.g. job descriptions, training manuals).

Additionally, company information that is typically provided to employees will be delivered in an accessible format or with a communication support when requested by an employee with a disability. This includes but is not limited to company emails, memos, policies and health and safety information.

## Return to Work

In a situation where an employee takes a leave due to a disability but intends to return and requires a disability-related accommodation to return to work, [*Company Name*] will facilitate their return to work by:

- Requesting updated medical documentation indicating the employee's work restrictions (if any);
- In consultation with the employee, the Company will develop a return-to-work plan with an individualized accommodation plan; and
- Implement the individualized accommodation plan to support the employee's return to work.

## Workplace Emergency Response Information

It is important to ensure everyone can make it to safety and/or evacuate in emergency situations. For employees with a disability, individualized workplace emergency response information will be provided to those who request accommodation support from [*Company Name*] during a workplace emergency.

When an employee with a disability believes they will require assistance in the event of a workplace emergency, the Company will designate a support person to aid in such situations. With the employees'



explicit consent, only information that is required to provide appropriate assistance will be provided to the support person.

[Company Name] will review the individualized workplace emergency response information if the employee moves to a different location or position within the organization, and when the employee's overall accommodation needs of the individual change.

### C. Design of Public Spaces

When [Company Name] builds or makes major modifications to public spaces, we will adhere to the Accessibility Standards for the Design of Public Spaces. When/if there is a problem arise with the accessibility of public spaces, the public will be notified and alternatives will be provided.

[Company Name] will adhere to requirements of the Accessibility Standards related to the Design of Public Spaces when building or making major modifications to public spaces which include:

- Outdoor play spaces;
- Outdoor paths where individuals travel such as ramps, stairs etc.;
- Accessible on-street and off-street parking;
- Outdoor public eating spaces; and
- Service-related elements such as a reception counter and waiting area.

### D. Customer Service Standards

Customer Service Standards are addressed in a separate policy document [*insert the name of your company's policy specific to the Customer Service Standard*].

## POLICY REVIEW

This policy has been created to overcome barriers and improve accessibility for persons with disabilities.

To ensure that our policies continue to respect and promote dignity and independence of persons with disabilities, [Company Name] will review this policy as deemed necessary based on business or legislative change requirements, or no less than once every three years.



## ACKNOWLEDGEMENT

I acknowledge that I have read and understand the Integrated Accessibility Standards Policy. I agree to comply with this Policy and its guiding principles.

Name (*Print*):

Signature:

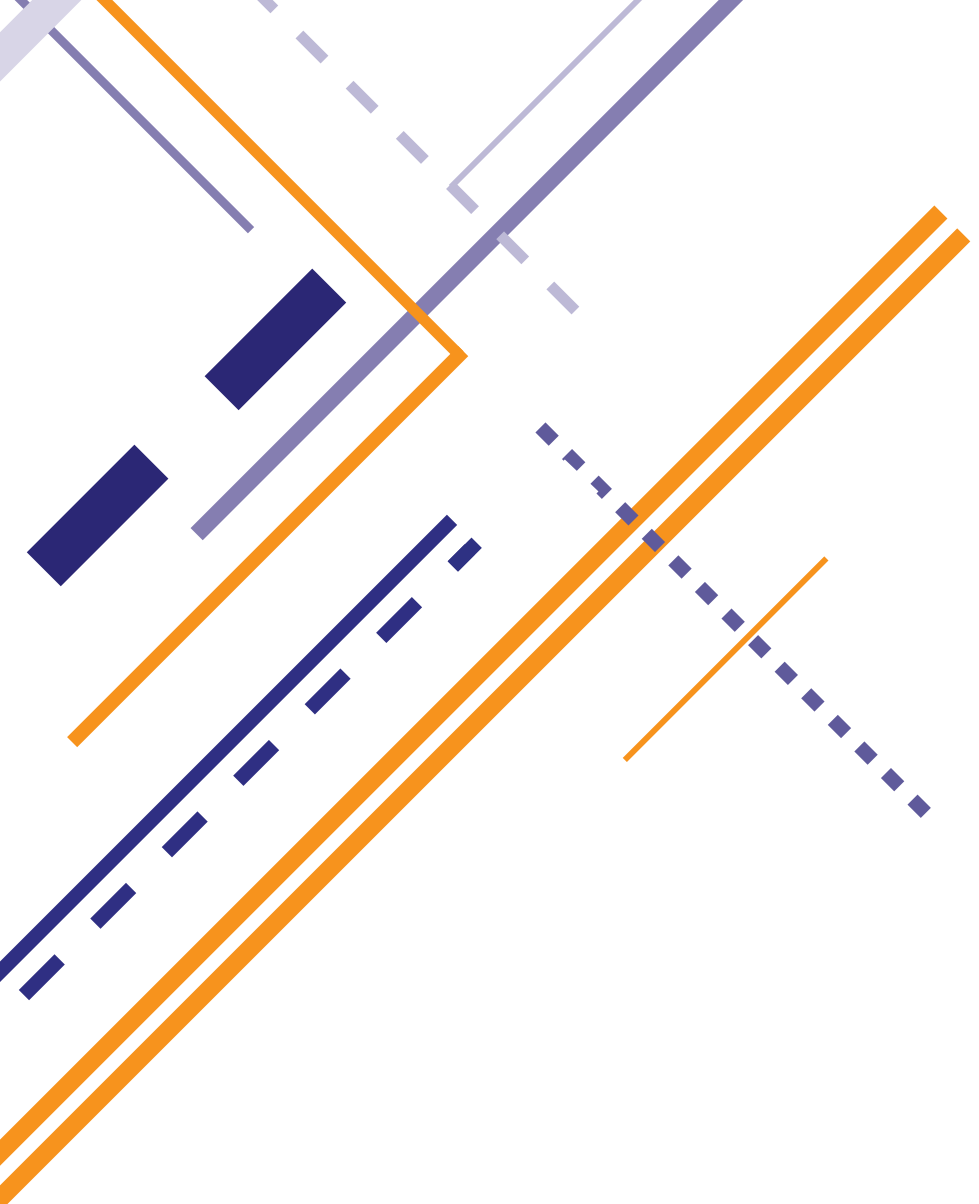
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