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INTEGRATED ACCESSIBILITY STANDARDS POLICY - *A SAMPLE*

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Employers participating in the 2024 THRC pilots of new tools can also refer to their [resource list](#) and are welcome to call their designated advisor for consultation and guidance.

THE LEGISLATIVE CONTEXT

This resource primarily references the *Accessibility for Ontarians with Disabilities Act*. This Ontario-based legislation outlines comprehensive standards that came into effect in 2005. They are requirements for Ontario employers and are good practice for others. Consult your own provincial or federal standards to confirm any specific requirements within your jurisdiction.

Federally regulated employees are subject to compliance with the *Accessible Canada Act* and the *Canadian Human Rights Act*. For more information on compliance with *Accessible Canada* regulations, please visit the following:

- *Accessible Canada Act*: [Guidance on the Accessible Canada Regulations](#).
- *Canadian Human Rights Act*: [Rights in the Workplace](#).

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 relevant accessibility regulations and by identifying, preventing, and removing barriers to accessibility.

PURPOSE

This Accessibility Standards policy is intended to highlight [*Company Name*]'s continued commitment to and compliance with the [relevant legislation, such as *Accessibility for Ontarians with Disabilities Act*, the *Accessible Canada Act*, or others].

This policy will outline how [*Company Name*] achieves the standards that are applicable to our business in the trucking and logistics sector.

For our company, the Integrated Accessibility Standards Regulation in Ontario 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 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.

OR,

For our company, the Accessible Canada Act has a focus on company progress in seven areas: Employment; the Built Environment; Information and Communication Technologies; Communication other than ICT; Procurement of Goods, Services and Facilities; Design and Delivery of Programs and Services; and Transportation.

SCOPE

Our Accessibility Standards apply to paid employees, including, but not limited to, full-time, part-time, seasonal and contract employment.

DEFINITIONS

Disability [*insert definition from the relevant legislation*]

For example: *Accessibility for Ontarians with Disabilities Act (AODA)* defines disability broadly. It states that disability can happen at birth, or through illness or injury. Furthermore, the act also gives examples of several types of disability. It uses the definition from the Ontario Human Rights Code, including disability as:

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- 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*.

OR

The Accessible Canada Act defines disability as:

any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

Barrier *[insert definition from the relevant legislation]*

The *Accessibility for Ontarians with Disabilities Act* defines a barrier as:

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.

OR

The *Accessible Canada Act* defines a barrier as:

Anything—including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice—that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

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.

TRAINING

[Company Name] will provide accessibility 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. The training will include the following:

- The purpose of the relevant regulations (such as *Accessible Canada Act, 2019*, or the *Accessibility for Ontarians with Disabilities Act, 2005*, or others for the jurisdiction);
- 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 relevant accessibility standards and regulations.

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 consistently endeavour to provide accessible formats and communication supports for persons with disabilities. For specific requests, the Company will consider the person's accessibility needs to determine the appropriate format or support and will provide it in a timely manner.

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

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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 and will seek appropriate alternatives on an ongoing basis.

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.

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 applicant's accessibility needs due to their disability and can be feasibly implemented.

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

Accessible Formats and Communication Supports

The Company endeavours to ensure that information is provided in accessible formats.

More specifically, when a need is identified for 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.

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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.

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);
- Ensuring that potential changes in the employee's accessibility needs are reviewed, understood, and to the extent that is practical, reflected in work practices and materials;
- Developing, in consultation with the employee, a return-to-work plan with an individualized accommodation plan; and
- Implementing 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 employee's 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 change.

C. Design of Public Spaces

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

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[*Company Name*] will adhere to requirements of the relevant Accessibility Standards 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

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

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 Accessibility Standards Policy. I agree to comply with this Policy and its guiding principles.

Name (<i>Print</i>):

Signature:	Date:
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Effective Date:	Revision Date:
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