

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)
INFORMATION GUIDELINES – TRAINING DOCUMENT
Effective January 1, 2015

WHAT IS AODA?

- AODA is the Accessibility for Ontarians with Disabilities Act (AODA), 2005.
- Legislation aimed at making Ontario fully accessible to persons with disabilities by 2025.
- Objective is to prevent and remove barriers – anything that potentially keeps a person with a disability from fully participating in society.

WHAT ARE THE INTEGRATED ACCESSIBILITY STANDARDS?

- Information and communication in employment situations, needs to comply with the IASR.
- The IASR applies to all people or organizations in Ontario that provide goods or services, and have one or more employees. It affects the private, non-profit, and public sectors.
- The IASR applies to current employees, potential candidates and anyone from outside our organization who has contact with our company (customers, suppliers, consultants, visitors physically, by phone or by Internet).

IPEX GROUP OF COMPANIES' POLICY

- The IPEX Group of Companies has developed a policy with this supporting document and all employees are responsible to be familiar with this policy.
- The Policy along with this guideline will be available on the IPEX Group of Companies' Intranet.
- A copy of the policy is available on the IPEX Group of Companies Internet site as well as a feedback form for people to provide input to us if needed.

AODA ECHOES THE ONTARIO HUMAN RIGHTS CODE

- "Disability covers a broad range and degree of conditions, some visible and some not visible. A disability may have been present from birth, caused by an accident, or developed over time. There are physical, mental and learning disabilities, mental disorders, hearing or vision disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities, and other conditions. The Code protects people from discrimination because of past, present and perceived disabilities."
- "The **duty to accommodate** persons with disabilities means accommodation must be provided if to do so **does not create undue hardship.**"

WHAT YOU NEED TO KNOW

- Please read and understand the IPEX Group of Companies' IASR policy. Discuss with your direct Supervisor if anything is unclear.
- Please sign the Employee Acknowledgement form and return it to the Human Resources (HR) Manager.
- If you need accommodation in regards to a disability or as a direct Supervisor if you receive a request for accommodation, address it immediately.
- If any Supervisors are unsure how to accommodate the request, please speak with the HR Manager.
- All requests for accommodation should be reviewed with the HR Manager.

INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR) **STANDARD –POLICY**

The following policy has been established by the IPEX Group of Companies in Ontario to govern the provision of services with Regulation 191/11, "Integrated Accessibility Standards" ("Regulation") under the Accessibility for Ontarians with Disabilities Act, 2005. These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. IPEX Group of Companies is governed by this policy as well as the Accessibility Standards for Customer Service Policy and the Accessibility for Ontarians with Disabilities Act, 2005 in meeting the accessibility needs of persons with disabilities.

Commitment

IPEX Group of Companies 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 persons 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. This policy will be implemented in accordance with the time frames established by the Regulation.

Accessibility Plan

IPEX Group of Companies will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company's website. Upon request, IPEX Group of Companies will provide a copy of the Accessibility Plan in an accessible format.

Training Employees

IPEX Group of Companies will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation and continue to provide training on the Human Rights Code as it pertains to persons with disabilities, to:

- all its employees and volunteers when applicable;
- all persons who participate in developing IPEX Group of Companies' policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

The training will be appropriate to the duties of the employees and other persons.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained as a part of their new employee orientation program. IPEX Group of Companies will keep a record of the training it provides.

INFORMATION AND COMMUNICATIONS STANDARDS

Feedback

IPEX Group of Companies will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Accessible Formats and Communication Supports

Upon request, IPEX Group of Companies will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

IPEX Group of Companies will consult with the person making the request in determining the suitability of an accessible format or communication support.

IPEX Group of Companies will also notify the public as needed about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

IPEX Group of Companies will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA in accordance with the legislation except where this is impractical.

EMPLOYMENT STANDARDS

Recruitment

IPEX Group of Companies will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

Recruitment, Assessment or Selection Process

IPEX Group of Companies will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, IPEX Group of Companies will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

Notice to Successful Applicants

When making offers of employment, IPEX Group of Companies will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

IPEX Group of Companies will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, IPEX Group of Companies will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, IPEX Group of Companies will consult with the employee making the request.

Workplace Emergency Response Information

IPEX will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if IPEX Group of Companies is aware of the need for accommodation due to the employee's disability. IPEX will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, IPEX Group of Companies will, with the consent of the employee, provide the workplace emergency response information to the person designated by IPEX Group of Companies to provide assistance to the employee.

IPEX Group of Companies will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed.

Documented Individual Accommodation Plans

IPEX Group of Companies will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

Return to Work Process

IPEX Group of Companies maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps IPEX Group of Companies will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

Performance Management, Career Development and Advancement & Redeployment

IPEX will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

Questions about this policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by:

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