

## Table of Contents

- 1.0 Purpose
- 2.0 Scope
- 3.0 Policy
- 4.0 Definitions
- 5.0 Responsibility
- 6.0 Procedures
- 7.0 Employee Support
- 8.0 Emergency Response
- 9.0 Individual accommodation plan
- 10.0 Return to work program
- 11.0 Performance Management
- 12.0 Training of Staff
- 13.0 Policy Revisions
- 14.0 Document Control
- 15.0 Regulations, Guidelines and References
- 16.0 Distribution

## 1.0 Purpose

To establish a statement of commitment that provides accessibility plans and initiatives in order to move towards the goal of improved accessibility for people with disabilities, specifically with regard to the employment standard in the Integrated Regulation.

## 2.0 Scope

This policy applies to all E. Hofmann employees, prospective employees.

## 3.0 Policy

E. Hofmann is committed to people with disabilities have the same opportunity of access to employment opportunities and related services, as do all prospective employees and current employees. E. Hofmann is committed to meeting the accessibility needs of people with disabilities in a timely manner in its HR practices, processes, policies, procedures, and employment related services.

## 4.0 Definitions

### *Accessible formats:*

includes (but are not limited to) large print, recorded audio and electronic formats, Braille, and other formats usable by people with disabilities. The format used will depend on the type of information and, most importantly, the requirements of the intended person.

### *Accommodation:*

special arrangements made, or assistance provided, so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the individual's unique needs.

### *Career development and advancement:*

providing additional responsibilities within an employee's current position, and the movement of an employee from their current job to another in an organization that may be higher in pay, provide greater responsibility, be at a higher level in the organization, or any combination of these. Both additional responsibilities and employee movement is usually based on merit, seniority, or a combination of these.

### *Communication support:*

may include (but is not limited to) captioning, alternative, plain language, sign language, and other supports that ease effective communications.

### *Disability:*

defined as:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality

of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device

- a) a condition of mental impairment or a developmental disability
- b) a learning disability or a dysfunction in 1 or more of the processes involved in understanding or using symbols or spoken language
- c) a mental disorder
- d) an injury or disability that benefits were claimed or received for under the insurance plan established under the Workplace Safety and Insurance Act, 1997

#### *Performance management:*

activities related to assessing and continuous improvement for employee performance, productivity, and effectiveness with employee success.

### **5.0 Responsibilities:**

It is the responsibility of Management and Supervisors to ensure that all employees follow the guidelines set out in this policy, and that all employees are trained under the employment standards of the Integrated Regulation, this policy, and E. Hofmann employment practices and procedures.

Management staff who have responsibility for recruiting, hiring, employee selection, and/or who supervise the work of employees of E. Hofmann will ensure that the provisions in this policy are implemented.

Staff of the local HR department (or any other designated department) will ensure that the provisions of this procedure are incorporated in their practices.

### **6.0 Procedures**

#### **Recruitment and Selection Process:**

E. Hofmann will ensure that the public is made aware, as part of its recruitment practices, that it will provide accommodation for applicants with disabilities in its recruitment, assessment, and selection process. Employees of E. Hofmann will also be made aware that it provides accommodation for applicants with disabilities in its recruitment, assessment, and selection process.

When E. Hofmann selects job applicants, it will make applicants aware that, upon request, they have access to accommodation in relation to materials and procedures that will be used for applicant selection, and that consider their accessibility needs due to disability.

### **7.0 Employee Support:**

E. Hofmann will inform employees of its policy of supporting employees with disabilities and procedures that provide for job accommodations. This information will be made available as soon as practicable to new employees and updated information will be provided as policies are revised.

#### Accessible Formats and Communication Support:

Where an employee with a disability requests, E. Hofmann will consult with the employee to provide or arrange for accessible formats and communication supports for information that is generally available to employees in the workplace, and that the employee needs to perform his/her job.

In determining the suitability of an accessible format or communication, management will consult with the employee.

#### 8.0 Emergency Response procedure:

E. Hofmann will ensure that individualized workplace emergency response information is provided to employees who have a disability, provided the disability is such that individualized information is necessary, and E. Hofmann has been made aware of the need for accommodation due to the disability. This information will be provided as soon as practicable after E. Hofmann is made aware of the need for accommodation.

If an employee who receives individualized workplace emergency response information requires assistance, E. Hofmann will provide such information to the person designated to assist the employee, with their consent.

E. Hofmann will review individualized workplace emergency response information:

- a) when the employee moves to a new department.
- b) when the employee's accommodation requirements or plans are reviewed.
- c) when E. Hofmann reviews its general emergency response procedures.

#### 9.0 Individual accommodation plans:

E. Hofmann will have a written process in place for the development of documented individual accommodation plans for employees with disabilities.

E. Hofmann written process will address:

- a) employee's requesting accommodation can participate in the development of the individual accommodation plan.
- b) employee's will be assessed on an individual basis.
- c) E. Hofmann can request an evaluation by an outside medical or other expert, at E. Hofmann expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved.
- d) employee's can request to have a representative of their bargaining unit, or another workplace representative if the employee is not a member of a bargaining unit, participate in the development of the accommodation plan.

- e) steps taken to protect the privacy of the employee's personal information.
- f) frequency for review and updating the individual accommodation plan, and how this will be done.
- g) for reasons for denying an individual accommodation plan will be provided to an employee if accommodation is denied.
- h) E. Hofmann will ensure that the individual accommodations are provided in a format that considers the employee's accessibility needs due to a disability.

### **10.0 Return-to-work program:**

The return-to-work process required under the AODA does not replace or override any other return-to-work process created because of any other statutory obligations under the Workplace Safety and Insurance Act. E. Hofmann is required to develop, put in place, and document a return-to-work process for its employees who have been absent from work due to a disability, and require disability-related accommodations to return to work.

The process will include:

- a) an outline of the steps E. Hofmann will take to facilitate the return to work of employees who were absent due to their disability and required them to be away from work.
- b) the use of documented individual accommodation plans as part of the process.
- c) accessibility awareness training for all staff involved in program or course, delivery, and instruction related to roles and responsibilities.

### **11.0 Performance Management, Development, and Redeployment Processes:**

E. Hofmann will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when administering performance management processes, providing career development and advancement, and during redeployment processes.

### **12.0 Training:**

E. Hofmann will provide training on this policy, practices, procedures, and employment standards under the Integrated Regulation, and the Human Rights Code as it pertains to the duty accommodate all employees with disabilities.

Training will be provided to:

- a) employees.
- b) Temporary staffing.
- c) those responsible in the development of policies, and procedures.
- d) all other persons who provide goods, services, or facilities on E. Hofmann behalf.

### **13.0 Policy Revisions:**

E. Hofmann is committed to developing employment policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on applicants, prospective employees, and employees with disabilities.

This policy is available in an alternative format upon request.

#### **14.0 Document Control:**

E. Hofmann will maintain accurate records of training delivered to staff and make these records available for inspection as may be required.

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.

#### **15.0 Regulations, Guidelines and References**

*Accessibility for Ontarians with Disabilities Act, 2005*  
*Ontario Human Rights Code*  
*Integrated Accessibility Standard Regulation (O.Reg.191/11)*  
*Multi-year accessibility plans*  
*Employment standards act*

#### **16.0 Distribution**

Executive  
Management  
Human Resources  
Health & Safety co-chair and chairman  
Customer Service  
Supervisory Group  
Employees/Operators

