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Purpose

To establish E. Hofmann's commitment to the prevention and removal of barriers to people with disabilities, to the accommodation and support of persons with disabilities, and to establish processes for requesting accommodation.

Policy

Provided an employee with a disability can perform the essential duties of their own job (or other available work) and requests accommodation in order to do so, E. Hofmann will try to accommodate that individual.

As soon as practicable after the employee has been hired, E. Hofmann will inform its employees of the policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.

E. Hofmann will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.

Definitions

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

Responsibility

The Supervisory Group will be responsible for ensuring the principles outlined in this policy are adhered to throughout all operational activities. Human Resources will support and afford any assistance to ensure compliance with procedural guidelines.

Procedure

Recruitment process:

E. Hofmann will notify job applicants and the public about its commitment to accommodate those with disabilities and will advise those selected for an interview that accommodation is available upon request. If a selected applicant requests an accommodation, E. Hofmann will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

E. Hofmann will notify successful applicants and employees of policies related to accommodating employees with disabilities as soon as is practicable after employment begins, and whenever a change in policy takes place.

Employees who wish to raise a potential accommodation issue should submit a request for accommodation, preferably in writing, to their Immediate Supervisor. The request will:

- a) detail the condition causing the accommodation issue
- b) detail, the accommodation sought to address the need

To facilitate the assessment and determination of the accommodation, the employee is required to participate in the development of the accommodation plan and provide relevant medical information to the Human Resources Manager. Employees seeking accommodation are expected to provide information or medical details relevant to determination of the accommodation request.

Supervisors supported by Human Resources will jointly review the accommodation issue considering the information provided, and the individual needs of the employee. During the assessment, E. Hofmann reserves the right to require further information, including relevant medical information or opinions, that will assist in determining if accommodation can be achieved, and how it can be achieved. E. Hofmann may request that the employee participate in an assessment by a qualified medical practitioner or other trained professional at E. Hofmann's expense, in order to assist in determining what accommodation is needed, how much it will cost, and how it can be provided. The employee may request to participate in the development of the accommodation plan. The Immediate Supervisor and Human Resources will jointly finalize a decision regarding the accommodation issue.

If the employee is not satisfied with the decision regarding the request for accommodation, the employee may appeal the decision to the Director of Operations for further review. The decision of the Director will be final and binding upon the parties.

E. Hofmann will provide the individual accommodation plan in a format that considers the employee's needs due to disability. E. Hofmann will provide the plan in alternative formats upon request.

E. Hofmann will ensure that the employee's personal medical information is kept confidential, and only disclosed to those necessary in the assessment and development of the accommodation in accordance with the privacy policy.

E. Hofmann will provide individualized workplace emergency response information to disabled employees who require it, and to any person designated to assist the disabled employee, with the consent of the disabled employee, and will review the individualized workplace response information upon the following events:

- a) when the employee moves to a new location in the workplace
- b) when the employee's overall accommodation needs are reviewed
- c) upon review of E. Hofmann's general emergency response policies

Accessibility needs of employees and individual accommodation plans will be considered when managing an employee's performance, career advancement, or opportunities for redeployment.

E. Hofmann will review the employee's individualized accommodation plan when the need arises. This may include:

- a) when the employee changes to a new role or position
- b) when the employee is having performance issues
- c) when the employee requests further accommodation
- d) when E. Hofmann reviews this policy and related accessibility policies

All employees will be provided with adequate training with respect to the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act, 2005 and the accessibility standards required thereunder.

This policy is available in an accessible format upon request.

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)

16.0 Distribution

Executive

Management

Human Resources

Health & Safety co-chair and chairman

Customer Service

Supervisory Group

Employees/Operators