

AODA Policy – Integrated Accessibility Standards Policy

The following policy has been established by the Company 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.

The International Centre 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.

Statement of Commitment

The International Centre 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

The International Centre 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, the Company will provide a copy of the Accessibility Plan in an accessible format.

Self-Service Kiosks

The Company will have consideration for accessibility when designing, procuring, or acquiring our self-serve kiosks to better serve persons with disabilities.

Training Employees and Volunteers

The Company 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.
- all persons who participate in developing The International Centre's 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, volunteers, and other persons. Employees will be trained when changes are made to the accessibility policy.

New employees will be trained within 60-days of their first day of employment. The International Centre will keep a record of the training it provides.

Information and Communications Standards

Feedback

The International Centre 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 provisions of accessible formats and communications supports upon request.

Accessible Formats and Communication Supports

Upon request, The International Centre 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.

The International Centre will consult with the person making the request in determining the suitability of an accessible format or communication support.

The International Centre will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

The International Centre 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 except where this is impracticable.

Employment Standards

Recruitment

The International Centre 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

The International Centre 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, The International Centre 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.

Notice to Successful Applicants

When making offers of employment, The International Centre will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

The International Centre 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 consider 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, The International Centre 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, The International Centre will consult with the employee making the request.

Workplace Emergency Response Information

The International Centre 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 The International Centre is aware of the need for accommodation due to the employee's disability. The International Centre will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, The International Centre will, with the consent of the employee, provide the workplace emergency response information to the person designated by The International Centre to aid the employee.

The International Centre 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

The International Centre 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

The International Centre 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 The International Centre 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

The International Centre will consider 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.

Service Animals and Support Persons

A person with a disability accompanied by a service animal is permitted to enter the premises with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then The International Centre shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the good and/or services.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

Notice of Temporary Disruptions

The International Centre will provide notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the facility and on the Company's Web site when appropriate. When the disruption is planned, advanced notice will be provided.

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 Human Resources.

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