



<b>Title: National Service Solutions Accessible Employment Standard</b> (Ontario Regulation 191/11 Integrated Accessibility Standards)	<b>Date of Issue: January 1, 2016</b>
<b>Location: All Alexandria Moulding Facilities</b>	<b>Review / Revise Date: January 1, 2021</b>

### **Purpose**

The policy is intended to meet the accommodation requirements of the Employment Standard of the Integrated Accessibility Standards Regulation. This policy applies to our recruitment, assessment and selection process, accessible formats and communication supports, documented individual accommodation plans, plans and processes, performance management, career development, redeployment and the return to work processes. National Service Solutions is committed to providing each of the processes with the principles of dignity, independence and equal opportunity.

### **Scope**

This policy shall apply to all persons that participate in the recruitment process, and all paid employees at the premises owned and operated by National Service Solutions. Accommodation includes and integrates persons with disabilities into employment activities in a manner that respects their dignity, autonomy and self-esteem. The requirements of this standard will address the key processes in the life cycle of a job position.

### **Accessible Recruitment Process**

National Service Solutions is committed to complying with the provisions of the AODA, with the objective of making the recruitment process accessible to persons with disabilities and ensuring the following requirements are adhered to:

1. National Service Solutions will notify job applicants when they are individually selected to participate in an assessment or selection process, that suitable accommodations which takes into account the applicant's disability would be available upon request in relation to the materials or processes to be used during the assessment or selection process.
2. National Service Solutions when offering employment to the successful applicant will inform the applicant of the organization's policy on accommodating employees with disabilities.

### **Accessible Formats and Communication Supports**

Job applicants who apply for positions at National Service Solutions are eligible for accommodation under this process. Job applicants are responsible for advising the Human Resources Director of any accommodations that may be required during the selection process.

Once hired, an employee may request accessible formats and communication supports. National Service Solutions will consult with the employee to determine their accessibility needs and how best to accommodate them.



## **Documented Individual Accommodation Plans**

In accordance with Ontario Regulation 191/11, Section 28 (1), (2) and (3) National Service Solutions will maintain a written process that documents the individual accommodation plan for an employee with disabilities. Moulure National Service Solutions will ensure that each person with a disability be considered individually, on a case-by-case basis, in order to determine accommodation requirements.

The accommodation process will be consistent with the principles of confidentiality, include shared responsibility and ensure compliancy with all applicable legislation, collective agreement provisions and Company policies.

Individual accommodation plans shall,

- (a) if requested, include any information regarding accessible formats and communications supports provided, as described in Section 26 of Ontario Regulation 191/11
- (b) if required, include individualized workplace emergency response information, as described in Section 27 of Ontario Regulation 191/11; and
- (c) identify any other accommodation that is to be provided.

## **Roles and responsibilities**

### **Employer / Management**

1. Will ensure compliance with this standard
2. Will ensure appropriate resources, training and services are available to carry out the required accommodation.

### **Supervisor / Foreman**

When a supervisor / foreman is requested by an employee for accommodation, he/she has the responsibility to forward the issue to the Human Resources Director for support in addressing the accommodation request.

A supervisor / foreman:

1. Shall acknowledge the employee's request for accommodation and ensure confidentiality is maintained.
2. Shall work in partnership with the employee, the Human Resources Director, and any internal or external resources which are utilized, to identify and implement accommodation requirements based upon the received functional abilities form.
3. Shall implement and oversee accommodations within their work area, facilitating the integration of the employee being accommodated, and ensure a supportive and safe work environment.
4. Shall advise the Human Resources Director of all issues after reviewing an employee's accommodation plan to understand the individual's accommodation needs and determine whether it needs adjusting to improve his or her performance on the job. The individual accommodation plan review frequency shall be determined between the supervisor / foreman and the employee and the received functional abilities form
5. The Human Resources Director and supervisor /foreman will adjust accommodation supports or update an accommodation plan, with the employee's participation, to meet the employee's new role or responsibilities in the event the employee is promoted, relocated to another work area or redeployed within the organization.
6. The means of providing the employee's accommodation plan will be in an accessible format based on the employee's requirements.
7. Shall be provided a tailored workplace emergency response plan for the employee with disabilities, should their disability makes it necessary.



8. Shall ensure the policy is consistently and fairly applied in their area of responsibility.

**Employee**

An employee shall:

1. Advise his/her supervisor in writing of the requirement for accommodation.
2. Provide medical justification for the requirement of accommodation and a functional abilities form compiled by a medical specialist regarding relevant restrictions or limitations
3. Participate in discussions regarding possible accommodation solutions, and co-operate with any experts whose assistance is required to manage the accommodation process. The employee can request the participation of a representative from their union membership, where the employee is represented by a union representative.
4. Work with the supervisor / foreman to ensure that performance and job standards are feasible and appropriate based on the disability and the bona-fide requirements of the position.
5. Comply with the accommodation plan.
6. Advise the supervisor immediately of any change in circumstance or medical documentation received that affects the accommodation plan.

**Return to Work Process**

An employee with a disability may sometimes require time off work for a treatment, recovery, or other reasons. The return to work process will be documented and outline the steps that will be taken to facilitate the employee's return to work and use a documented individual accommodation plan as described in Section 28 of Ontario Regulation 191/11

This return to work process does not replace or override any other return to work processes created under any other law.

**Communication**

National Service Solutions shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

National Service Solutions shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and National Service Solutions is aware of the need for accommodation due to the employee's disability.

All employees shall be provided updated information whenever there are changes to our existing policies on the provision of job accommodations.

**Approval**

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