



POLICY

POLICY TITLE	315 AODA
Category	0300 Conditions of Employment
Effective Date	January 2014

Purpose and Scope

Peel Children's Aid 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 people 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 applies to all Peel Children's Aid employees and individuals working for or on behalf of Peel Children's Aid as volunteers, contractors or consultants.

This policy also incorporates all three Standards including the Customer Service, Integrated Accessibility and Employment Standards of the AODA legislation.

Policy

Peel Children's Aid is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects and supports the independence, dignity, integration and equal opportunity. In order to support our disabled staff and clients, Peel Children's Aid will ensure that our staff are trained to ensure equal access to our services.

Peel Children's Aid recognizes the diverse needs of all our clients and will respond by striving to provide services and facilities that are accessible to all.

Integrated Accessibility Standards

General Requirements

On July 1, 2011, the Integrated Accessibility Standards (IAS), Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005, was enacted into law. Under section 7 of the IAS, the Agency is required to train all of its employees, volunteers, and third-party contractors on the Regulation and the Ontario Human Rights Code, as it relates to persons with disabilities.

Establishment of Policies and Accessibility plan

The Agency AODA policy 315 provides direction and guidance to staff on how the Agency will comply with the IAS and its various requirements. In addition, the Agency's Multi Year Plan provides a high-end overview of the actions staff will undertake to meet all of the Agency's compliance obligations. The plan a public document and it can also be found on the Agency's website.

Procurement

To ensure that the Agency is receiving accessible goods and services from third-party contractors, accessibility criteria has been incorporated into the general terms and conditions that accompany any RFP, bid or tender developed by the Agency except where it is not practical to do so.

Information and Communications

Accessible Formats and Communication Supports

The Agency will provide any of its documents in an accessible format upon request, Sign Language interpreter is an example of a communication support. In addition, Agency website, or sites undergoing a significant refresh, and any content being posted to these sites, must comply with level A of the Worldwide Web Consortium's Web Content Accessibility Guidelines.

Upon receiving a request for accessible format, the Agency is obligated to provide communication supports for any of its programs, events, or services. The Communications Department is responsible for arranging communication supports.

Feedback

Receiving feedback on the accessibility of the Agency's services, and facilities is an effective way to ensure we are meeting the needs of Employee's, volunteers, foster parents and clients with disabilities. The public can submit their feedback in person, by phone, by email, or in writing.

Accessibility Standards for Customer Service (ASCS)

The ASCS are customer service standards that the Government of Ontario enacted by regulation under the AODA. Every organization operating in Ontario must comply with the ASCS if it provides goods and services to the public or other organization. The Act requires that disabled clients of an organization maintain independence and dignity; have the same opportunity to access goods and services as other clients; allow clients with disabilities to access goods and services in a manner that is integrated with other clients; and have a policy about the use of assistive devices by people with disabilities to access our services.

Disability

The definition of disability under the AODA is the same as that under the Ontario Human Rights Code.

Disability means:

- An 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 condition of mental impairment or a developmental disability.
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols of spoken language.
- A mental disorder

- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Definitions

The following are terms that are key to understanding this policy.

TERM	DEFINITION
Disability	<ul style="list-style-type: none"> • An 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 condition of mental impairment or a developmental disability. • A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols of spoken language. • A mental disorder • An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Related Procedures

[315 AODA Procedure](#)

Revision History and Approvals

The following is a history of revision to and approvals of this policy.

Original approval date	1/1/2014	Approved by	HROD Director & CEO
Revision date:	3/31/2020	Approved by:	People and Culture Director & CEO
Revision date:	Click here to enter a date.	Approved by:	