

University Settlement Policy			
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Issued:	February 23, 2010	Effective:	February 16, 2010
Revised:	October 21, 2014		

POLICY STATEMENT/PURPOSE

This Accessibility Policy has been developed to ensure the equitable provision of services to persons with disabilities at University Settlement and to ensure compliance with the Accessibility for Ontarians with Disabilities Act, 2005, and any updates to this Act.

SCOPE

University Settlement shall ensure that its policies, practices and procedures are consistent with the following principles:

1. All University Settlement services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of services to persons with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
3. Person with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from our services.
4. When communicating with a person with a disability, University Settlement will do so in a manner that takes into account the person's disability.

GUIDELINES

A. Use of service animals and support persons

1. If a guide dog or other service animal accompanies a person with a disability, University Settlement will ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her.
2. If a support person accompanies a person with a disability, University Settlement will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
3. University Settlement may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

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B. Notice of temporary disruptions

- If, in order to use or benefit from University Settlement’s services and programs, there is a temporary disruption in those facilities or services in whole or in part, University Settlement shall give notice of the disruption to the public. Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

C. Training of staff and volunteers

- University Settlement shall make a good faith effort to ensure that employees and volunteers receive training about the provision of its services to persons with disabilities and shall keep records of the training provided including the dates on which the training is provided and the number of individuals to whom it is provided.

D. Information and Communication Standards

(a) Feedback

University Settlement will ensure that its processes for receiving and responding to feedback are made available to persons with disabilities, whether members of the public, clients, volunteers or employees, in an appropriate, accessible format or communication support, upon their request, and that members of the public are notified of the availability of such an option.

(b) Accessible Formats and Communication Supports

University Settlement will, upon request and consultation, will make reasonable efforts to provide information and communications under our control about our programs and services to people with disabilities using the appropriate accessible format or communication support wherever possible, in a timely manner. University Settlement will notify the public about the availability of accessible formats and communications supports.

(c) Accessible Website and Web Content

University Settlement will ensure that its website, www.universitysettlement.ca, will conform to WCAG 2.0 Level AA, as required by the Integrated Accessibility Standards Regulation.

E. Employment Standards

(a) Recruitment

University Settlement will notify its employees and external applicants about the availability of accommodation for applicants with disabilities in its recruitment process.

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(b) Recruitment, Assessment or Selection Process

University Settlement will ensure that job applicants are notified when they are individually selected to participate in the assessment or selection process that accommodation for disabilities are made available upon request in relation to the materials or processes to be used. University Settlement will consult with individuals who request accommodations and will provide appropriate accommodations.

(c) Notice to Successful Applicants

When presenting offers of employment, University Settlement will notify the successful applicant of its policies for accommodating employees with disabilities.

(d) Informing Employees of Supports

University Settlement will ensure that employees are informed of all accessibility policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account 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 request of an employee with a disability, University Settlement will consult with the employee to provide, or arrange for accessible formats and communication supports for information that **may be** needed to perform his/her job, and information that is available to other employees. In order to determine the suitability of an accessible format or communications support, University Settlement will consult with the employee making the request. Accessible formats and communications supports regarding general workplace information will also be provided to employees with disabilities.

(e) Workplace Emergency Response Information

University Settlement **will provide** employees with disabilities individualized workplace emergency response information when the employee’s disability is such that the information is required and University Settlement has been informed of the need to accommodate the employee’s disability.

(f) Documented Individual Accommodation Plans

University Settlement currently accommodates the needs of its employees with disabilities as required under the Ontario Human Rights Code. University Settlement will develop individualized accommodation plans for its employees with disabilities, as University Settlement is made aware **of such employees**. The process by which University Settlement will consult, develop, determine, document, review and routinely update the individualized accommodation plan will be formalized. University Settlement will implement and maintain measures effective to maintain the privacy of its employees with disabilities.

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(g) Return to Work Process

University Settlement will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work. The return to work process will clearly define and outline the steps University Settlement will take to facilitate the return to work and will include documented accommodation plans for each individual as part of the process. The above stated return to work plan will not replace, hinder or override any other return to work process created by or under any other statute (i.e. the Workplace Safety Insurance Act, 1997).