

Policy No. 80 – Accessibility, Workplace Accommodations & Return to Work

Effective Date: June 2021

Causeway is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's Accessibility for Ontarians with Disabilities Act (AODA):

- Causeway will provide, on request, information in an accessible format or with communication supports to people with disabilities, in a manner that takes into account their disability.
- Causeway is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.
- Causeway is committed to fair and accessible employment practices, including accommodations during the hiring process, and accommodation plans for staff with disabilities.
- Causeway is committed to providing training to all staff and volunteers in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.
- Causeway will meet accessibility laws when building or making major changes to public spaces.
- If a person with a disability is accompanied by a support person, a guide dog or other service animal, Causeway will ensure that the person is permitted to enter the premises with the animal or support person and to keep them with him or her.
- Causeway will put procedures in place to prevent service disruptions to the accessible parts of our public spaces, and to provide public notice when disruptions occur.
- Causeway welcomes feedback on program and service user's accessibility experience.

b) Accommodation Plans for Staff

Causeway Work Centre is committed to accommodating people with disabilities and will use an Individual Accommodation Plan to identify and meet employee accommodation needs. Accommodation can be requested by the employee or identified by the employee's manager. The planning process will include:

- Employee participation in the development of their own individual accommodation plan, ensuring assessment on an individual basis.
- Unionized employees can ask for a representative from their bargaining unit to participate in the development of the accommodation plan.

- Non-unionized employees can ask for a representative from the workplace to participate in the development of the accommodation plan.
- Causeway can request assistance from an outside expert.
- The employee's personal information will remain secure, only disclosed to individuals involved in the Accommodation Process.
- The Accommodation Plan will include a schedule for review and updates.

Refer to *Sample Individual Accommodation Plan* form for further information.

c) Return to Work Process

Causeway Work Centre is committed to supporting employees who have been absent from work due to a disability. We will use the following process to help employees who require accommodation to return to work.*

- If an employee needs to take a disability leave, they will inform their Manager and Director. The employee and manager will maintain regular contact, with the employee's consent, to address any problems that may arise and facilitate the return to work process.
- The employee and manager will work together to share information and find the most appropriate accommodations for return to the workplace.
- After identifying the most appropriate accommodation, safety considerations and any transitional measures, a written Return to Work plan will be developed.
- The Return to Work plan should be attached to the employee's individual accommodation plan.
- After implementing the Return to Work plan, the employee and manager will monitor and review the plan regularly to ensure that it remains effective. If the accommodation is no longer appropriate, they will reassess the situation and update the plan.

Refer to *Sample Return to Work Process* form for further information.

** This return to work process does not replace or override any other return to work process created by or under any other statute. It should not be taken as legal advice. You should contact a lawyer for advice for your particular set of facts or circumstances.*