



*Building in
Brampton, Caledon,
Toronto & York Region.*

Habitat for Humanity Greater Toronto Area

Accessibility Policies

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Introduction

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA).

The purpose of this Act is to benefit all Ontarians by:

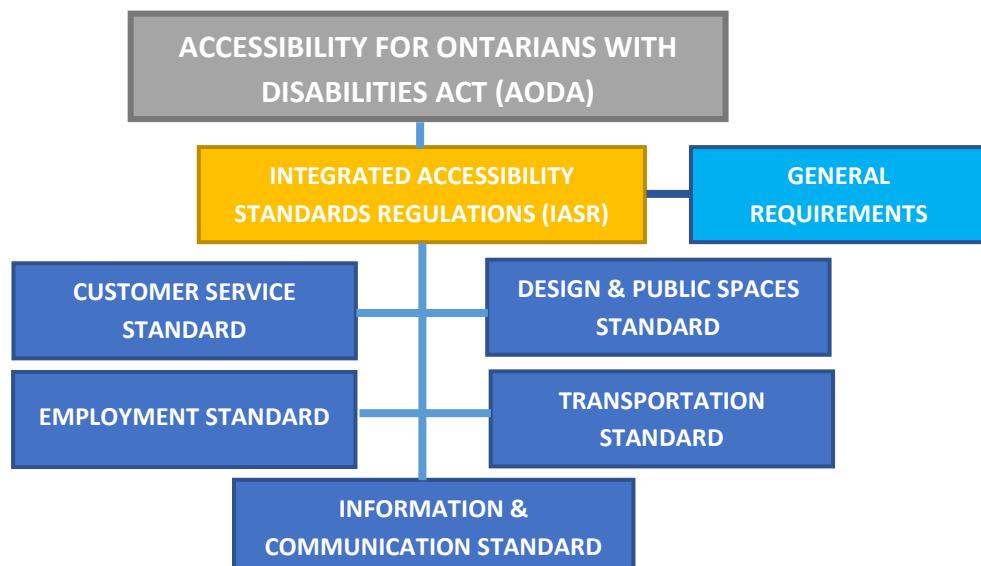
- a) Developing, implementing and enforcing accessibility standards to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and,
- b) Providing for the involvement of persons with disabilities, of the Government of Ontario and of representatives of industries and of various sectors of the economy in the development of the accessibility standards.

By developing, implementing and enforcing accessibility standards, employers in Ontario are required to identify, remove and prevent barriers that impede the inclusion of people with disabilities. By creating policies and procedures, filing annual reports and providing training for employees and volunteers, we can ensure that all people with disabilities are treated with dignity and respect. The AODA is comprised of **five overarching standards**, including:

1. the Customer Service Standard;
2. the Information and Communication Standard;
3. the Employment Standard;
4. the Transportation Standard; and,
5. the Design of Public Spaces Standard

These five standards are part of the Integrated Accessibility Standards Regulations, also known as the IASR, and must be met by the organization. The IASR includes, in addition to the requirements specific to each standard, the following **general requirements**:

1. provide training to staff and volunteers;
2. develop an accessibility policy;
3. create a multi-year accessibility plan and update it every five years; and
4. consider accessibility in procurement and when designing or purchasing self-service kiosks.





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Habitat for Humanity Greater Toronto Area's AODA Strategy

Under the AODA, Habitat for Humanity Greater Toronto Area ("HFHGTA" or "Habitat for Humanity GTA") has developed a publicly available statement of commitment to accessibility; written accessibility policies and a multi-year accessibility plan which will be updated at least once every five years and posted on our website at www.habitatgta.ca.

Our statement of commitment establishes our organization's vision and goals for accessibility. To help realize our commitment to creating a barrier-free, accessible organizational culture and environment, we have created a formalized accessibility policy and plan, which are both available upon request.

Statement of Commitment to Accessibility

Habitat for Humanity GTA understands that we have a responsibility to ensure a safe, dignified, and welcoming environment for everyone. As an organization, we are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and will achieve these goals by preventing and removing barriers to accessibility by meeting accessibility requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.

We will look to ensure the organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will also review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, we are committed to working with the necessary parties to make accessibility for all a reality by 2025 by committing to the following:

Customer Service

Habitat for Humanity Greater Toronto Area is committed to providing our goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place, and in a similar way, as other customers or partner families.

Employment Standards

We are committed to assisting potential and existing employees who may need additional support during the selection process, during performance assessments and for career development. It is our goal that each and every potential or existing employee shall have the same opportunities or benefits.

Emergency Procedures

We are committed to the safety of our customers, clients, guests, volunteers and employees. Upon request, we will provide emergency evacuation information in an accessible format and will work with employees and volunteers with a disability to develop an individualized emergency evacuation plan should they require one.

Information & Communication

We are committed to ensuring our customers, clients, guests, volunteers and employees can obtain the information they need about our organization. We will continue to communicate in accessible formats either on our website or in printed material, upon request.

Transportation

The Transportation requirement is not applicable to Habitat for Humanity Greater Toronto Area.

Built Environment

HFHGTA is committed to ensuring that all our stores and offices are wheelchair accessible, and that accessible parking is available at all our locations, with the exception of our build sites, where access is restricted for safety reasons and parking is often not under our control.

Habitat for Humanity GTA's Accessibility Policies

The policies contained herein outline the actions that Habitat for Humanity Greater Toronto Area has taken or will take to prevent and remove barriers to accessibility and meet accessibility requirements as set forth under the Accessibility for Ontarians with Disabilities Act of 2005, and its associated standards and regulations. Through these initiatives, we will achieve our goal of integration and equal opportunity for people with disabilities.

General Requirements

This section addresses the general requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) and is outlined as follows.

- A. [Establishment of Accessibility Policies and Plans](#)
- B. [Procuring or Acquiring Goods and Services, or Facilities](#)
- C. [Training Requirements](#)
- D. [Records](#)
- E. [Self-Serve Kiosks](#)

A. Establishment of Accessibility Policies and Plans

Habitat for Humanity GTA has developed, implemented and will maintain policies governing how we will achieve accessibility through these requirements.

Habitat for Humanity GTA has included a statement of our commitment to meet the accessibility needs of persons with disabilities in a timely manner in our policies. These documents will be made publicly available in an accessible format, upon request.

Habitat for Humanity GTA has established, implemented, and will maintain and document a multi-year accessibility plan outlining our strategy to prevent and remove barriers and to meet requirements under the Integrated

Accessibility Standards Regulation. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

Habitat for Humanity GTA will review and update our accessibility plan once every five (5) years and will do so in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will report on the progress of the steps taken to implement Habitat for Humanity GTA's accessibility plan. This status report will be posted on our website. If requested, the report shall be created in an accessible format.

B. Procuring or Acquiring Goods and Services, or Facilities

Habitat for Humanity GTA will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

C. Training Requirements

Habitat for Humanity GTA provides training for our employees and volunteers regarding the IASR and the [Ontario Human Rights Code](#) as they pertain to individuals with disabilities. Training is also provided to individuals who are responsible for developing Habitat for Humanity GTA's policies, and all other persons who provide goods, services or facilities on behalf of Habitat for Humanity GTA.

Training is provided as soon as is reasonably practicable and is provided on an ongoing basis to new volunteers and employees and as changes to Habitat for Humanity GTA's accessibility policies occur.

D. Records

Habitat for Humanity GTA maintains records on the training provided, when it was provided and the number of employees and volunteers that were trained.

E. Self-Serve Kiosks

Although not applicable to date, Habitat for Humanity GTA will incorporate accessibility features if and when designing, procuring or acquiring self-service kiosks. Habitat for Humanity GTA will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

This policy and its related procedures will be reviewed as required, in the event of legislative changes, or changes to company procedures.

AODA - Integrated Accessibility Standards Regulation Customer Service Policy

Intent

This policy is intended to meet the requirements of the Customer Service Standards included in the [Integrated Accessibility Standards 191/11](#) under the [Accessibility for Ontarians with Disabilities Act, 2005](#). It applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Habitat for Humanity GTA shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – The term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any 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 co-ordination, blindness or visual impairment, deafness or hearing impairment, 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 dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – Is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or,
2. the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
- A member of the College of Chiropractors of Ontario;
- A member of the College of Nurses of Ontario;
- A member of the College of Occupational Therapists of Ontario;
- A member of the College of Optometrists of Ontario;
- A member of the College of Physicians and Surgeons of Ontario;
- A member of the College of Physiotherapists of Ontario;
- A member of the College of Psychologists of Ontario; or
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Service Dog – As reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

1. It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
2. The person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog. Letters of confirmation will be accepted from any of the following regulated health professionals:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario;
 - A member of the College of Chiropractors of Ontario;
 - A member of the College of Nurses of Ontario;
 - A member of the College of Occupational Therapists of Ontario;
 - A member of the College of Optometrists of Ontario;
 - A member of the College of Physicians and Surgeons of Ontario;
 - A member of the College of Physiotherapists of Ontario;
 - A member of the College of Psychologists of Ontario; or
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support Person – a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Guidelines

In accordance with the Customer Service Standards, this policy addresses the following:

- A. [The Provision of Goods and Services to Persons with Disabilities](#);
- B. [The Use of Assistive Devices](#)
- C. [The Use of Guide Dogs, Service Animals and Service Dogs](#)
- D. [The Use of Support Persons](#)

- E. [Notice of Service Disruptions](#)
- F. [Customer Feedback](#)
- G. [Training](#)
- H. [Notice of Availability and Format of Required Documents](#)

A. The Provision of Goods and Services to Persons with Disabilities

Habitat for Humanity GTA will make every reasonable effort to ensure that our policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all customers receive the same value and quality service;
- Allowing customers with disabilities to access goods and services in ways they are comfortable and at their own pace as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when providing goods and services; and,
- Communicating in a manner that takes into account the customer's disability.

B. The Use of Assistive Devices

Customer's Own Assistive Device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by Habitat for Humanity GTA.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and the organization. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law.

Exclusion Guidelines

If a guide dog, service animal or service dog is excluded by law, Habitat for Humanity GTA will offer alternative methods to enable the person with a disability to access our goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to their disability, Habitat for Humanity GTA may request verification from the customer.

Care and Control of the Animal:

The customer who is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

Allergies

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Habitat for Humanity GTA will make all reasonable efforts to meet the needs of all individuals.

D. The Use of Support Persons

If a customer with a disability is accompanied by a support person, Habitat for Humanity GTA will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person. In circumstances where health and safety is of concern, Habitat for Humanity GTA will consult with the person with a disability to understand their needs, consider health or safety reasons based on the information provided, and then determine options to protect the health and safety of the person and others on the premises.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Habitat for Humanity GTA. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use Habitat for Humanity GTA's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and,
- A description of alternative services or options.

Notification Options

When disruptions occur Habitat for Humanity GTA will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Habitat for Humanity GTA website; and,
- by any other method that may be reasonable under the circumstances.

F. Customer Feedback

Habitat for Humanity GTA shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available on our website. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, or email), will be available upon request.

Submitting Feedback

Customers can submit feedback to:

Habitat for Humanity Greater Toronto Area
ATTN: Human Resources
155 Bermondsey Road Toronto, ON M4A 1X9
accessibility@habitatgta.ca
416-755-7353

Customers who wish to provide feedback by completing an onsite or online customer feedback form or verbally can do so to the attention of Human Resources.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted within three to five business days.

G. Training

Training will be provided to:

- Every person who is an employee of, or a volunteer with, Habitat for Humanity GTA;
- Every person who participates in developing the Habitat for Humanity GTA's policies; and,
- Every other person who provides goods, services or facilities on behalf of HFHGTA.

Training Provisions

Regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*;
- A review of the requirements of the Customer Service Standards;
- Instructions on how to interact and communicate with people with various types of disabilities;

- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or,
 - require the use of a support person (including the handling of admission fees);
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing our services; and,
- Habitat for Humanity GTA's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule

Habitat for Humanity GTA will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors prior to or shortly after their start. Revised training will be provided in the event of changes to legislation, procedures, policies, and/or practices.

Record of Training

Habitat for Humanity GTA will keep a record of training that includes the dates training was provided and the number of employees and volunteers who have completed the training.

H. Notice of Availability and Format of Documents

Habitat for Humanity GTA shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Habitat for Humanity GTA, the Habitat for Humanity GTA's website and/or any other reasonable method.

Administration

If you have any questions or concerns about this policy or its related procedures, please contact:

Habitat for Humanity Greater Toronto Area
ATTN: Human Resources
155 Bermondsey Road Toronto, ON M4A 1X9
accessibility@habitatgta.ca
416-755-7353

This policy and its related procedures will be reviewed as required, in the event of legislative changes, or changes to company procedures.

AODA - Integrated Accessibility Standards Regulation Information and Communications Policy

Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Information and Communications Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by Habitat for Humanity GTA shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [Feedback Process](#)
- B. [Accessible Formats and Communication Supports](#)
- C. [Emergency Procedures, Plans or Public Safety Information](#)
- D. [Accessible Websites and Web Content](#)
- E. [Exceptions](#)

A. Feedback Process

Habitat for Humanity GTA will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the customer service standards, Habitat for Humanity GTA will make known the availability of accessible feedback formats.

Customers, staff or the public can submit feedback to:

Habitat for Humanity Greater Toronto Area
ATTN: Human Resources
155 Bermondsey Road Toronto, ON M4A 1X9
accessibility@habitatgta.ca
416-755-7353

Individuals who wish to provide feedback by completing an onsite or online feedback form or verbally can do so to the attention of Human Resources.

Once submitted, formal feedback will receive acknowledgement, along with any resulting actions based on concerns or complaints that were submitted within three to five business days.

B. Accessible Formats and Communication Supports

Unless deemed unconvertible, Habitat For Humanity GTA will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

Habitat for Humanity GTA will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

Habitat for Humanity GTA will make the availability of accessible formats and communication supports publicly known.

For a long term strategy in meeting the AODA and Section 508, Habitat for Humanity GTA will refer to Accessibil-IT Inc. for all accessible PDF documentation needs.

C. Emergency Procedures, Plans or Public Safety Information

Habitat for Humanity GTA will ensure that all publicly available safety and emergency information (e.g. evacuation procedures, floor plans etc.) is provided in an accessible format or with appropriate communication supports, upon request.

D. Accessible Websites and Web Content

Habitat for Humanity GTA will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 and will refer to the schedule set out in the IASR for specific compliance deadlines.

E. Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or,
- Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, Habitat for Humanity GTA will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Habitat for Humanity GTA will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

This policy will be reviewed regularly to ensure that it is reflective of Habitat for Humanity GTA's current practices and legislative requirements.

AODA – Integrated Accessibility Standards Regulation Employment Policy

Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Employment Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to the provision of accessible employment services for persons with disabilities.

All employment services provided by Habitat for Humanity GTA shall follow the principles of dignity, independence, integration and equal opportunity.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Performance Management – Activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – Where possible, the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [Recruitment, Assessment and Selection](#)
- B. [Accessible Formats and Communication Supports for Employees](#)
- C. [Workplace Emergency Response Information](#)
- D. [Documented Individual Accommodation Plans](#)
- E. [Performance Management and Career Development and Advancement](#)
- F. [Return to Work](#)
- G. [Redeployment](#)

A. Recruitment, Assessment and Selection

Habitat for Humanity GTA will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Habitat for Humanity GTA will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants will be made aware of Habitat for Humanity GTA's policies and supports for accommodating people with disabilities.

B. Accessible Formats and Communication Supports for Employees

Habitat for Humanity GTA will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Habitat for Humanity GTA will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform their job; and
- Information that is generally available to all employees in the workplace.

Habitat for Humanity GTA will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

C. Workplace Emergency Response Information

Where required, Habitat for Humanity GTA will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Habitat for Humanity GTA reviews general emergency response policies.

D. Documented Individual Accommodation Plans

Habitat for Humanity GTA has developed and has in place written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans include specific elements, including:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways that an employer can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The ways that an employee can request the participation of a representative from the workplace for the creation of the accommodation plan;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employee; and,

- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

The individual accommodation will:

- Include information regarding accessible formats and communication supports upon request;
- Where needed, include individualized workplace emergency response information; and,
- Outline all other accommodation provided.

E. Performance Management and Career Development and Advancement

Habitat for Humanity GTA will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Individual accommodation plans will be consulted, as required.

F. Return to Work

Habitat for Humanity GTA will develop and implement return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps Habitat for Humanity GTA will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

G. Redeployment

The accessibility needs of employees with disabilities will be taken into account in the event of redeployment.

Individual accommodation plans will be consulted, as required.

This policy will be reviewed regularly to ensure that it is reflective of Habitat for Humanity GTA's current practices as well as legislative requirements.

AODA – Integrated Accessibility Standards Regulation Design of Public Spaces Policy

Intent

This policy is intended to meet the requirements of the [Integrated Accessibility Standards, Ontario Regulation 191/11](#) for the Design of Public Spaces Standard set forth under the [Accessibility for Ontarians with Disabilities Act, 2005](#). This policy applies to removing barriers in two (2) areas:

- Buildings; and,
- Public spaces.

Definitions

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Environmental Mitigation – Activities that are intended to address any negative effects on the environment caused by the standard.

Environmental Restoration – Activities that will benefit the environment.

Exterior Paths of Travel – Refers to sidewalks and walkways designed and constructed for pedestrian travel and intended to provide a functional route from Point A to Point B, rather than a recreational experience.

Kiosk – An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

Redeveloped – A planned significant alteration to a public space. It does not include maintenance activities, environmental mitigation or environmental restoration.

General Principles

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- A. [Exterior Paths of Travel](#)
- B. [Off-Street Accessible Public Parking](#)
- C. [On-Street Accessible Public Parking](#)
- D. [Obtaining Services](#)
- E. [Maintenance](#)
- F. [Exceptions](#)

A. Exterior Paths of Travel

To ensure the health and safety of all pedestrians, any newly constructed or redeveloped exterior paths of travel will meet, and where possible exceed, the technical requirements of the *Integrated Accessibility Standards*, [section 80.23](#), and where applicable, sections 80.24 – 80.28.

Consultation on Rest Areas

Prior to constructing or redeveloping rest areas on exterior paths of travel, Habitat for Humanity GTA shall consult with the necessary parties to ensure accessibility.

B. Off-Street Accessible Public Parking

Types of Spaces and Access Aisles

Habitat for Humanity GTA will ensure that any newly constructed or redeveloped off-street parking facilities provide the following two (2) types of parking spaces available for persons with disabilities:

- Type A – Parking space with a minimum width of 3.4 m; and
- Type B – Standard parking space with a minimum width of 2.4 mm.

Access aisles will be provided for all accessible parking spaces and will meet the requirements of the *Integrated Accessibility Standards*, [section 80.35](#).

Minimums

Habitat for Humanity GTA will ensure that any newly constructed or redeveloped off-street parking facility meets, and where possible exceeds, the required number of accessible parking spaces based on the size of the lot. The number of accessible spaces will be aligned with the requirements specified in the *Integrated Accessibility Standards*, [section 80.36](#).

Signage

Habitat for Humanity GTA will ensure that the proper signage is provided for each accessible parking space. Type A parking spaces will have signage indicating van accessibility.

C. Obtaining Services

Service Counters

When constructing or replacing any service counters, Habitat For Humanity GTA will ensure that at least one (1) counter is made accessible in accordance with the *Integrated Accessibility Standards*, [section 80.41](#).

Fixed Queuing Guides

When constructing new fixed queuing guides, Habitat For Humanity GTA will ensure that they are made accessible to people with various disabilities in accordance with the *Integrated Accessibility Standards*, [section 80.42](#).

Waiting Areas

When constructing or redeveloping an existing waiting area, Habitat for Humanity GTA will ensure that a minimum of 3% of the seating is made accessible. Habitat for Humanity GTA will ensure that there will be at least one (1) accessible seat.

D. Maintenance

Habitat for Humanity GTA shall ensure that our multi-year accessibility plan addresses:

- Preventive and emergency maintenance procedures for the accessible elements in public spaces; and,
- Procedures for temporary disruptions to accessible elements.

E. Exceptions

There may be times where it is not possible for Habitat for Humanity GTA to meet all technical requirements as outlined within legislation. In these instances, Habitat for Humanity GTA will strive to meet the requirements to the fullest extent to allow for accessible use with particular constraints as addressed in legislation.

This policy will be reviewed regularly to ensure that it is reflective of Habitat for Humanity GTA's current practices as well as legislative requirements.



*Building in
Brampton, Caledon,
Toronto & York Region.*

Acknowledgment and Agreement

I, _____ (Employee Name), acknowledge that I have read and understand Habitat for Humanity Greater Toronto Area's Accessibility Policies (Last Revised: December 2016). I agree to adhere to these policies, and will ensure that any employees or volunteers working under my direction review and adhere to these policies. I understand that if I violate the rules set forth in this document, I may face corrective action.

Name: _____

Signature: _____

Date: _____

Witness: _____