

Accessibility for Ontarians with Disabilities Policy

Purpose

Regardless of a person's disability, whether apparent or not, they should be treated courteously and have their individual needs for accommodation respected. The Job Shoppe is committed to providing access to services for individuals with disabilities in a timely manner, consistent with the requirements of applicable Accessibility Legislation, including the Accessibility for Ontarians with Disabilities Act, 2005.

Policy

This policy is intended to address the requirements of the Accessibility Legislation and describes how The Job Shoppe will comply with those requirements. This policy is meant to benefit individuals with a wide range of disabilities. An individual with a disability includes, but is not limited to a person with any degree of physical disability, disfigurement, learning disability, mental disorder, or developmental disability.

Policy

The Job Shoppe makes all reasonable efforts to ensure that individuals with disabilities have the same opportunity to access employment services in the same place and in a similar way as other members of the public. The Job Shoppe will make all efforts to consistently adhere to the following principles when developing, implementing, and maintaining policies related to accessibility.

1. General

- All services provided by The Job Shoppe will be provided in a manner that respects the dignity and independence of individuals with disabilities.
- All access to premises owned and/or managed by The Job Shoppe will be accessible to individuals with disabilities in a manner similar to other members of the public. This includes, but is not limited to multiple entrances/exits and bathroom facilities.
- When communicating with a person with a disability, The Job Shoppe will do so in a manner that is considerate of the person's disability.

2. Information and Communication

- Any communication with a person with a disability will be done in a manner that considers the person's disability.
- The Job Shoppe will strive to provide, or arrange to provide, communication in accessible formats and communication supports to a person with a disability in order to facilitate access to The Job Shoppe's services, and will do so in consultation with the person with the disability.
- The Job Shoppe will ensure that its website is compliant with the requirements set forth by the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.

3. Assistive Devices

- An individual with a disability may use an assistive device to access The Job Shoppe's premises or services, except where it may reasonably pose a risk to the security or health of the individual or others.
- In instances where there is a potential for risk to the security or health of the individual or others, The Job Shoppe may make reasonable measures available to assist the individual with a disability in accessing the premises or utilizing services offered.
- It is the responsibility of the individual with a disability to ensure that the assistive device being used is operated in a safe and controlled manner at all times.

4. Support Persons

- Any individual with a disability is entitled to be accompanied by and have access to a support person while on any premises owned by The Job Shoppe.
- The Job Shoppe may require that an individual with a disability be accompanied by a support person when on the premises when, after consulting with the person with a disability, it is determined that:
 - A support person is necessary to protect the health or safety of the individual with a disability
 - There is no other reasonable way to protect the health or safety of the individual with a disability
- If the person with a disability has any concerns about discussing personal or confidential information, they may ask the support person for privacy at any time.

5. Service Animals

- An individual with a disability who is accompanied by a guide dog or other service animal will not be denied entry to The Job Shoppe's premises.
- It is the sole responsibility of the person with a disability to care for and maintain control of their service animal while on The Job Shoppe's premises.

6. Accessibility Plan

- The Job Shoppe will develop, implement, and maintain a Multi-Year Accessibility Plan (the Plan) that will strive to prevent and remove any barriers, and meet all requirements under the Accessibility Legislation.
- This Plan is reviewed and updated every three (3) years or more frequently and is posted on The Job Shoppe's website.
- A copy of this Plan is made available in an accessible format upon request.

7. Feedback/Concerns

- Any feedback or concerns regarding The Job Shoppe and its services can be made in writing by email or letter, over the telephone, in person, or in another way that might better meet the communication needs of the person providing the feedback.
- The Job Shoppe will ensure that the process for receiving and responding to feedback is accessible to individuals with disabilities by providing, or arranging to provide, accessible formats and communication supports.

Procedure

1. All new internal employees are required to review the AODA Customer Service Training orientation and complete the corresponding comprehensive quiz.
2. All new internal employees are required to review, sign and date the Health and Safety Policy Sign-Off Form indicating he/she is aware of and understands the policy.
3. All new external employees are trained on AODA during the New Employee Orientation and will sign and date the Orientation Sign-Off Form indicating he/she is aware of and understands the policy.
4. Signed forms are uploaded to the employee's file.
5. All internal staff are required to review the policy on an annual basis as well as review the AODA Customer Service Training Refresher video provided by HRDownloads.
6. The AODA Policy is reviewed annually at the Joint Health and Safety meetings.
7. All requests for accessibility received via phone, email, mail and in person will be escalated to the Human Resources department at hr@thejobshoppe.com for accommodations. In the event that an employee of the HR department is unavailable, requests for accommodation(s) are sent to the President & CEO, Meighen Nehme at meighen@thejobshoppe.com.

Communication

- Bamboo HR/Files/Health&SafetyPolicies/ACSESS 2018 (internal employees).
- Health and Safety Manual in the orientation training room (external employees).
- Reviewing this policy annually at the Joint Health and Safety meetings.

Training

Relevant training is provided to employees of The Job Shoppe on this policy as well as the applicable requirements of relevant Accessibility Legislation. This training includes:

- How to interact and communicate with persons with various types of disabilities
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or support person
- What to do if a person with a particular type of disability is having difficulty accessing services provided by The Job Shoppe

Management of The Job Shoppe reviews this policy with all new internal employees when there are updates or changes to the policy or legislation, and directly with an employee when there is an infraction made by the employee. The Recruitment department reviews this policy with all new external employees, when there are updates or changes to the policy or legislation, and directly with an employee when there is an infraction made by the employee.

Documentation & Forms

- This policy is located on BambooHR.
- All current employee training orientation documentation is uploaded into the employee file.

Evaluations & Continuous Improvement

This procedure is reviewed on an annual basis or when an investigation identifies revisions are required.

Acknowledgement

Management of The Job Shoppe reviews this standard annually to ensure its effectiveness and/or when legislation changes. After completion of the annual audit, acknowledgement is sent out through BambooHR to all parties involved in policy maintenance relaying successful compliance of the standard.

Glossary of Definitions

Accessible Formats – include, but not limited to accessible electronic formats, Braille, text scripts, large print, recorded audio and other formats accessible to persons with disabilities.

Assistive Device – 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 members and guests bring with them such as a wheelchair, walker, oxygen tank, etc. that might assist in seeing, communicating, moving, breathing, remembering and/or reading.

Barrier – anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. This includes:

- Physical barrier;
- Architectural barrier;
- Informational or communication barrier;
- Attitudinal barrier; and
- Policy, practice and procedure barrier.

Communication Supports – include but not limited to sign language, plain language, and other communication supports that facilitate effective communication.

Disability – includes any of the following:

- any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect or illness;
- a condition of mental impairment or a developmental disability; or
- a learning disability or dysfunction in one or more of the processes involved in understanding, or using symbols or spoken language.

Guide Dog – a highly trained working dog that provides mobility, safety and increased independence for people who are blind.

Support Person – a person who accompanies a person with disabilities in order to help with communication, mobility, personal care, medical needs or access to goods and services.