

EMPLOYMENT STANDARD

EMPLOYMENT POLICY: AODA Integrated Standard Policy

POLICY STATEMENT:

KOTT 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, and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (“AODA”).

PURPOSE:

KOTT has developed and made available upon request, this policy and a multi-year accessibility plan which outlines the actions we will put in place to improve opportunities for people with disabilities.

PROCEDURE:

KOTT shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. KOTT shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant’s disability. Successful applicants shall be notified about KOTT’S policies for accommodating employees with disabilities as part of their offer of employment.

EMPLOYEE SUPPORTS:

KOTT shall inform employees of the 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. KOTT will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.

Accessible Formats and Communication Supports for Employee

You may request an accessible format or communication support:

- By e-mailing accessibility@kottgroup.com
- By calling the KOTT Human Resources Department at 613. 838.2775
- In person at any KOTT location
 - 3228 Moodie Drive, Ottawa, ON
 - 3186 Carp Road, Carp, ON (open seasonally)
 - 14 Anderson Boulevard, Uxbridge, ON
 - 581 Thompson St, Cobourg, ON

Upon an employee's request, KOTT shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

1. Information that is needed in order to perform the employee's job; and
2. Information that is generally available to employees in the workplace.
3. Accessible format or communication support requested may include braille, html, text, etc. Please indicate any specific technical needs.

KOTT will consult with the employee making the request in determining the suitability of an accessible format or communication support.

Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary and KOTT is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when:

- The employee moves to a different location;
- If the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the team member's disability
- The employee's overall accommodation needs or plans are reviewed; and,
- KOTT reviews its general emergency response plan
- If the team member who receives an individual workplace emergency response information requires assistance and with the team member's consent, KOTT shall provide the workplace emergency information to the person designated by KOTT to provide assistance to the team member;
- As soon as practicable after becoming aware of the need for accommodation

Documented Individual Accommodation Plans

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communication supports. If requested, the plans shall include individualized workplace emergency response information.

Return to Work Process

KOTT shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the KOTT shall take to facilitate the return to work.

Develop an Individual Accommodation Plan (IAP) that includes the following:

- The team member's participation in the development of the IAP;

- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- KOTT may request an evaluation by outside medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
- Steps taken to protect the privacy of the team member's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- A format that takes into account the team member's disability needs;
- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodation that is to be provided.

Performance Management, Career Development and Redeployment

KOTT shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, conducting performance management and considering redeployment

KOTT will take into account the accommodation needs and/or Individual Accommodation Plans of team members when:

- Using performance management processes;
- Providing career development and advancement information;
- Using redeployment procedures.

NOTE: IN ALL CASES, THIS POLICY MUST BE READ IN A MANNER THAT IS CONSISTENT WITH ANY WRITTEN EMPLOYMENT CONTRACT.

Training

KOTT provides training to its employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees. Training will include but is not limited to, the Integrated Standard, the Ontario Human Rights Code as it pertains to persons with disabilities.

The KOTT will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws. This training will be done during employee orientation or through team meetings or written communication that will be posted on our communication boards.

Training records will be kept as a record of who has been trained and when they were trained with the AODA Compliance Officer.

For more information on this policy or the multi-year accessibility plan, please contact the AODA Compliance Officer at 613.838.2775. Accessible forms of this document and the accessibility plan are available upon request.

RELATED DOCUMENTS:

- AODA Customer Service Policy
- AODA Statement of Commitment
- Training, Development

Employment Standard Summary

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response information
- Documented Individual accommodation plans
- Return to work process
- Performance Management
- Career Development and Advancement
- Redeployment

Information and Communication Summary:

- Accessible Emergency Information
- Feedback from Customers and Employees
- Accessible Formats and Communication Supports
- Emergency Procedures
- Accessible Websites & Web Content
- Education & Training Resources & Materials

Please note: KOTT is proud to provide employment accommodation during the recruitment process. During any stage of the recruitment process, applicants have the right to request accommodation.

Definitions

Accessible Formats – May include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats.

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

Disability– Defined as per Section 2 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c. H.19, as follows:

- *“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 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 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.”*

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

Service Animals – As per Section 80.45(4) of the IASR:

“An animal is a service animal for a person with a disability if:

(a) 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

(b) 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:

i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.

ii. A member of the College of Chiropractors of Ontario.

1. iii. A member of the College of Nurses of Ontario.

2. iv. A member of the College of Occupational Therapists of Ontario.

v. A member of the College of Optometrists of Ontario.

1. vi. A member of the College of Physicians and Surgeons of Ontario.

2. vii. A member of the College of Physiotherapists of Ontario.

3. viii. A member of the College of Psychologists of Ontario.

4. ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. (O. Reg. 165/16, s. 16).”

Support Person – As per Section 80.4(3) of the IASR:

“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 or medical needs or with access to goods or services.”



Unconvertible – Information or communications are unconvertible if it is not technically feasible to convert the information or communications, or the technology to convert the information or communications is not readily available.

January 3, 2017