



AODA Integrated Accessibility Standards Regulation (IASR) Policy

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POLICY

Numeris 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. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. Details are available at www.numeris.ca

Numeris is committed to achieving accessibility through development, implementation, training and maintenance of policies that meet the IASR requirements. Policies are available externally upon request.

SCOPE

This policy applies to all employees performing work on behalf of Numeris.

MULTI-YEAR ACCESSIBILITY PLAN

Numeris has established, implemented, and will maintain a multi-year accessibility plan in accordance with AODA. The multi-year accessibility plan outlines the ways Numeris will prevent and remove barriers and meet the requirements of the standards developed under the AODA.

The accessibility plan will be reviewed and updated at least every five years as required.

PROVIDING PRODUCTS AND SERVICES TO INDIVIDUALS WITH DISABILITIES

Numeris is committed to excellence in serving all customers including persons with disabilities and will carry out our functions and responsibilities in ways that take into account their disability.

WORKPLACE EMERGENCY RESPONSE INFORMATION

Where Numeris is aware that an employee has a disability and there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability. Numeris will also:

- Upon employee consent, provide information to designated person to provide assistance upon request
- Review individualized workplace emergency response information when:
 - Employee moves departments
 - Employee's overall accommodation needs or plan change
 - General emergency policies are reviewed

TRAINING

Numeris will provide training on IASR accessibility standards and Human Rights Code appropriate to employee's duties as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees as soon as practicable. Training will also be provided to those who are involved in the development and approval of Numeris policies.

Numeris will maintain a record of the training provided, including the dates that the training was provided and the number of individuals to whom it was provided. Training will be provided on an ongoing basis when changes are made to this policy.

INFORMATION AND COMMUNICATION STANDARD

Accessible Formats and Communication Supports

- Unless deemed unconvertible, Numeris 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.
- Numeris 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.
- Numeris will make the availability of accessible formats and communication supports publicly known.

Feedback, Accessible Formats and Communication Supports

- Numeris will ensure existing feedback processes are accessible to individuals with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.
- Numeris will consult with the person making the request in determining the suitability of an accessible format or communication support

Emergency Procedure Plans or Public Safety Information

- Numeris will provide public safety information in accessible formats upon request

Accessible Web Sites and Web Content

- Internet website and online content conforms to the Web Content Accessibility Guidelines (WCAG) 2.0 guidelines, Level AA for all content (other than live captions and audio descriptions)

Exceptions

The Information and Communication Standard does not apply to:

- Products and product labels
- Unconvertible information or communications
- 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, Numeris will ensure that the individual who made the request is provided with an explanation and a summary of the information.

Numeris will classify information or communications as unconvertible where:

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

Individuals can provide feedback and or request information by contacting:

Accessibility Officer: 1500 Don Mills Road, 3rd Floor
Toronto, Ontario
M3B 3L7
Telephone: (416) 445-9800
Email: accessibilityofficer@numeris.ca
Website: www.numeris.ca

EMPLOYMENT STANDARD

Numeris will take the necessary steps to prevent and remove barriers in our recruitment by:

- Notifying employees and job applicants of the availability of accommodation for applicants with disabilities in the recruitment processes.
- Notifying selected job applicants of the availability of accommodations upon request in relation to the materials or processes used for selection.
- Consulting with applicant and provide/arrange for suitable accommodation in a manner that meets their accessibility needs
- When making offers of employment, notifying successful applicants of policies for accommodating employees with disabilities.

INFORMING EMPLOYEES OF SUPPORTS

Numeris will inform employees of available accessibility supports by:

- Informing employees of policies used to support employees with disabilities, including, but not limited to policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability
- Providing this information to new employees as soon as practicable after they begin their employment
- Providing updated information on accommodations policies to employees when changes occur
- Where an employee with a disability requests it, consulting with the employee to provide or arrange for the provision of accessible formats and communications supports for:
 - Information that is needed in order to perform the employee's job; and
 - Information that is generally available to employees in the workplace.

PROCESSING REQUESTS

Requests for an accessible format or communication support can be received by staff in person, by phone/TTY or by electronic formats such as emails or service requests. Upon receipt of a request, staff will complete the request form which is forwarded to the Accessibility Office for record keeping purposes. The request is to be responded to by the appropriate operational staff.

DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS (IAP)

Numeris will accommodate an employee with a disability and facilitate an employee's return to work after absence due to disability. Numeris will use a 3rd party ability management consultant at the company's expense to assess medical accommodation requests and support with developing an accommodation and the return to work plan.

Employer

- It is the employer's responsibility to make every reasonable effort to accommodate employees on an individual basis due to an employee's disability.

Employee

- Notify People & Culture of the request for an individual accommodation plan.
- Participate in the development of the accommodation plan with People & Culture, the 3rd party ability management consultant and the relevant Manager(s).
- Provide medical documentation outlining the disability, and the need for accommodation to the 3rd party ability management consultant.
- Participate in an annual meeting with People & Culture and the relevant Manager(s) to review the plan.

People & Culture

- Develop an individual accommodation plan in accordance with the documented restrictions/limitations of the employee.
- May request the employee be evaluated by an outside medical agency or physician or other expert, at the employee's expense, to assist in determining accommodation.
- Meet with the employee and the relevant Manager(s) to discuss the plan.
- Provide the accommodation plan in a format that considers the accessibility needs of the employee.
- Ensure all employee information collected during the development of the plan will remain confidential unless written consent is obtained from the employee.
- Review the plan with the employee and the relevant Manager(s) on an annual basis.

Manager

- Participate in the development of the individual accommodation plan.
- Monitor and evaluate the accommodation plan once implemented.
- Participate in the yearly review of the plan.

Procedure

- The employee shall report any disability to the People & Culture department.
- An individual accommodation plan (IAP) will be developed in accordance with the documented restrictions/limitations of the employee.
- All documentation will be kept confidential unless consent has been received by the employee to release such information to the appropriate parties involved.
- A copy of the plan will be provided to each of the parties involved.
- If the employee does not participate in the accommodation plan and/or provide suitable medical documentation outlining the disability and need for the accommodation, the 3rd party

ability management consultant may deny the accommodation claim. People & Culture will inform the employee of the denied claim in a method that considers the accessibility needs of the employee and make every reasonable effort to accommodate the employee on an individual basis.

- The plan will be reviewed on an annual basis.

RETURN TO WORK PROCESS

Numeris will facilitate an employee's return to work after absence due to disability through the 3rd party ability management consultant at the company's expense. The 3rd party consultant will support with developing and communicating the return to work plan including a graduated or modified return to work to support the employee's recovery and ease the transition back to full-time work.

Employer

- It is the employer's responsibility to make every reasonable effort to accommodate employees on an individual basis due to an employee's disability during the return to work process.

Employee

- Provide the 3rd party ability management consultant the return to work medical documentation from their health care provider.
- Participate in the development of the return to work accommodation plan with People & Culture, the 3rd party ability management consultant and the relevant Manager(s).
- Cooperate fully with all efforts for accommodation put in place in the return to work plan.
- Advise the 3rd party ability management consultant if an amendment to the plan is required and provide any additional medical documentation requested to support a change to the plan.
- Attend and actively participate in return to work planning meetings to formulate and regularly review the plan with applicable parties, as required.

People & Culture

- Participate in the development and coordination of the return to work accommodation plan with the employee, the 3rd party ability management consultant and the Manager(s)
- In collaboration with the Manager, assists with identifying if modified work is available.
- Supports with the documentation of the return to work plan in accordance with the restrictions/limitations of the employee using the documented individual accommodation plan (IAP) as part of the process. Provides the return to work accommodation plan in a format that considers the accessibility needs of the employee.
- Attend and actively participates in return to work planning meetings to formulate and regularly review the plan with applicable parties, as required.
- Ensure all employee information collected during the development of the plan will remain confidential unless written consent is obtained from the employee.

Manager

- Participate in the development of the return to work accommodation plan with People & Culture, the 3rd party ability management consultant and the employee.
- In collaboration with People & Culture, assists with identifying if modified work is available.
- Contacts the employee before they are scheduled to return to work to ensure that

accommodations to their work environment are set in place as outlined in the return to work plan.

- Monitor and evaluate the return to work plan once implemented and advise People & Culture if an amendment to the plan is required.
- Attend and actively participate in return to work planning meetings to formulate and regularly review the plan with applicable parties, as required.

Procedure

- The employee shall report the return to work to the 3rd party ability management consultant.
- A return to work plan will be developed with the restrictions/limitations of the employee using the documented individual accommodation plan (IAP) as part of the process. The return to work accommodation plan will be provided in a format that considers the accessibility needs of the employee.
- All documentation will be kept confidential unless consent has been received by the employee to release such information to the appropriate parties involved.
- A copy of the plan will be provided to each of the parties involved.
- The plan will be monitored and regularly reviewed by all applicable parties and modified as required based on the medical restrictions/limitations of the employee.

PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND REDEPLOYMENT

Numeris will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using its performance management process in respect of employees with disabilities
- When providing career development and advancement to its employees with disabilities
- When redeploying employees with disabilities