
**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)
INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)
INFORMATION AND COMMUNICATIONS, EMPLOYMENT AND DESIGN OF PUBLIC SPACES
STANDARDS - PROCEDURES**

REFERENCES:

- [Accessibility for Ontarians with Disabilities Act \(AODA\) - Policy](#)
- AODA IASR Information and Communications
- AODA IASR Employment
- AODA IASR Design of Public Spaces
- [O. Reg. 191/11: Integrated Accessibility Standards](#)

PROCEDURES:

These procedures were developed to break down barriers and increase accessibility for persons with disabilities in the area of information and communication, employment and design of public spaces.

INFORMATION AND COMMUNICATIONS STANDARDS

Accessible Formats and Communication Supports:

Upon request, FACS shall provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. If pertinent, fees shall be no more than regular. FACS shall ensure consultation occurs with the person making the request to determine the suitability of an accessible format or communication support.

Family and Children's Services shall notify the public, via FACS website, about the availability of accessible formats and communication supports, as well as available information pertaining to our services.

If FACS determines that it is not technically feasible to convert information or communications, or the technology to convert the information or communication is not readily available, notification shall be provided including an explanation and summary of the information.

Feedback:

FACS will ensure that, upon request, existing feedback processes are accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports.

The public is notified, via FACS website, about the availability of accessible formats and communication supports with respect to the feedback process.

Please refer to the [Accessibility for Ontarians with Disabilities Act \(AODA\) Integrated Accessibility Standards Regulation \(IASR\) Customer Service - Procedures](#) for additional information.

Website:

FACS will ensure that that our website and web content will continue to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA.

EMPLOYMENT STANDARDS

These procedures shall apply in respect of employees (and applicants, where applicable). This standard is not applicable to volunteers and other non-paid individuals.

Family and Children's Services of St. Thomas and Elgin (FACS) shall provide fair and accessible employment practices to attract and retain employees with disabilities including providing accessibility throughout all stages of the employment cycle.

Recruitment, Assessment, Selection and Hiring:

FACS shall notify (via job postings) employees and the public about the availability of accommodation for applicants with disabilities in our recruitment processes.

When a job applicant is selected to participate in the assessment (testing) or selection (interviews) processes, FACS shall notify (via interview scheduling) the applicant that

accommodations are available, upon request, in relation to the materials or processes used by the Agency.

Where an accommodation is requested, FACS will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. During the hiring process, successful applicants (i.e. new employees) shall be made aware (via verbal job offers) of our procedures for accommodating employees with disabilities.

Accessible Formats and Communication Supports for Employees:

If an employee with a disability requests it, FACS shall provide, or arrange for the provision of, accessible formats or communication supports.

Workplace Emergency Response Information and Individual Accommodation Plans:

If needed, Family and Children's Services, if aware of the need for accommodation due to an employee's disability, shall create individualized workplace emergency response (IWER) information which shall be documented within the individual accommodation plan (IAP). With the employee's request and consent, the IWER information shall be shared with the person designated by FACS to provide assistance to the employee during an emergency.

Return to Work:

Family and Children's Services supports 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.

Performance Management and Career Development and Advancement:

Family and Children's Services will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.

Redeployment:

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

DESIGN OF PUBLIC SPACES

Family and Children's Services of St. Thomas and Elgin (FACS) shall incorporate barrier-free principles when building or making major modifications to public spaces. FACS shall also take into consideration the constraints of the existing structures.

In the event of service disruption the Agency shall notify the public of the service disruption and alternatives available.

Accessible formats of this document are available upon request.