

**Accessibility – Employment Matters**

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**Department:** Legislative Services**Division:** City Clerk's Office**Section:** Accessibility**Approved By:** Peter Fay, City Clerk, July 7, 2021

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**Purpose:**

The purpose of the Accessibility – Employment Standard Operating Procedure is to outline the requirements of the Employment Standard established in the *Integrated Accessibility Standards Regulation (IASR)* under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

The Employment SOP will ensure that equitable opportunities are provided to individuals of all abilities and will identify steps the City is to follow to ensure recruitment and workplace practices are accessible for all.

This procedure is designed to identify, remove and reduce barriers ensure individuals of all abilities have the option of:

- Participating fully as interview candidates for jobs; and/or applicants who access City services;
- Accessing all aspects of employment related matters including volunteer and job opportunities; and,
- Having options to meet individual and varying needs.

The City is an equal opportunity employer and is committed to inclusive, barrier-free recruitment, selection processes and work environments.

**Scope:**

This procedure applies to City Council, and employees, and prospective job applicants.

The Employment Standard builds upon the duty to accommodate and meet the needs of employees of all abilities as required in the *Ontario Human Rights Code*. The requirements of this standard address the key processes of the life cycle of a job. This standard requires



## Accessibility – Employment Matters

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employers to inform all employees, both new and existing, of their accessible employment practices. Practices must include a process to document individual accommodation plans for employees, ongoing input and review, employee input and seeking outside expert advice to meet the individual's needs.

### Definitions & Acronyms:

**Individual Accommodation Plan:** A documented plan that identifies accommodations or job modifications an employee with a disability requires to perform their duties/do their job.

**Performance Management:** Activities related to assessing and improving performance, productivity and effectiveness of the employees that are eligible within the Performance Management Program, with the goal of facilitating employee success.

**Recruitment:** Activities undertaken to attract, assess, identify and select top talent to fulfill a position.

**Redeployment:** 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 or when an employee returns to work following an extended absence (may be related to disability).

*Note: This SOP is to be read in conjunction with the Accessibility Policy, and additional definitions are available within the policy document.*

### Procedure:

#### Recruitment, Assessment or Selection

The City notifies job applicants and the public that accommodations can be made during the recruitment process. The below statement is published within every job posting:

*“The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise the Human Resources Division of any accommodations*



## Accessibility – Employment Matters

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*needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.”*

Additionally, job applicants who are selected for an interview and/or testing will be individually notified that accommodations are available on request. The City will consult with each applicant who requests an accommodation and in accordance with the *Accessibility for Ontarians with Disabilities Act*, the *Ontario Human Rights Code*, the City’s Accessibility Policies and *Workplace Safety and Insurance Board (WSIB)*; and will provide or arrange for the provision of a suitable accommodation in a timely manner that considers the applicant’s accessibility needs.

### Hiring of Staff

The City will notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. Information relating to accommodation at the City will be included in the offer letter.

The City will notify that staff supports are available for those with disabilities as soon as practicable after they begin their employment. Updated information is to be provided to employees whenever there is a change to existing policies on the provision of job accommodation that considers an employee’s accessibility needs due to disability.

The City will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. The City will consult with the person making the request in determining the suitability of an accessible format, communication or other supports specifically for:

- Physical modifications to the workplace;
- Information that is needed to perform the employee’s job; and,
- Information that is generally available to employees in the workplace

The City will post information about the availability of accommodations for internal and external job applicants with disabilities in its recruitment process.

Additional information can be found in the City’s **Recruitment and Retention Policy**



## Accessibility – Employment Matters

---

### Informing Employees of Supports

City employees are trained on the policies used to support employees with disabilities and employees requiring accommodations in accordance with the *Accessibility for Ontarians with Disabilities Act*, and the *Ontario Human Rights Code*. Additionally, the City provides this information to new employees through employment agreements and orientation materials and must provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.

### Performance Management, and Career Development

The City provides employees with disabilities or individual accommodation plans equitable access to career development, performance management and learning opportunities.

Employees requiring an accommodation to participate in any of these programs are required to inform their people leaders and the respective HR Business Partner in order for a customized Accommodation Plan to be created.

### Individual Accommodation Plans

City Policy describes the mandatory process for the development and maintenance of documented individual accommodation plans to support employees with disabilities, upon request. If applicable, individual accommodation plans are customized based on employee need, and may include information regarding plans for accessible formats and communication supports, as well as individualized workplace emergency response information.

Additional information can be found in the City's **Workplace Accommodation Policy**.

### Workstation Assessments

Workstation Assessments are a shared responsibility between Human Resources and Interior Design Services. The [Office Workstation Set up and Services](#) service card provides an overview of resources and services available to assist employees in setting up their workstation, including self-learning resources, workstation set up and general evaluation.



## Accessibility – Employment Matters

---

Employees are responsible for informing their people leader if there are any concerns related to workplace accommodation due to a disability or return-to-work. These concerns should be taken by the people leader to the Human Resources Employee Relations Team.

Specialized ergonomic equipment, including sit-stand workstations, may be considered during workplace accommodation due to disability.

### Return to Work

The City has a **Workplace Accommodation Policy** which requires individual accommodation plans for employees be developed for employees the have been absent from work due to a disability and require disability-related accommodations in order to return to work.

The City has an informal Return to Work process for employees returning to work following an illness or injury where disability-related accommodations are required. This requirement is met through return-to-work processes supported by Occupational Health and Safety staff consistent with the collective agreements and return to work protocols.

### Redeployment

Redeployments are a rare occurrence at the City of Brampton. In situations where redeployment occurs, employees are invited to complete the skills matrix. When invited to be considered for redeployment, employees are encouraged to follow the guidelines identified above under Recruitment and Selection.

### Workplace Emergency Response Information

Each City facility has its own facility management/ Fire Safety Plan as required. Each department is responsible for ensuring that emergency protocols for staff that need accommodations are reflected in these safety plans.

The City of Brampton develops individualized workplace emergency response information for employees that have a disability. On a bi-annual basis, the Accessibility Team will email all City staff a reminder to self-identify if a personalized emergency response plan is required.



When an employee raises a requirement, they must then complete the **Emergency Information Self-Assessment Form**. That form is to be provided by email, or hardcopy to their people leader.

The people leader is then responsible to work with the employee to complete the **Personalized Emergency Response Plan**, and obtain consent to share the information with individuals that would play a role in the emergency including Security; Human Resources; Facilities; Health and Safety; and any colleagues as necessary.

Additional details of the Workplace Emergency Response program are available on the [Accessibility Service Card](#).

### Training

All existing and new employees including volunteers and others who provide goods or services on behalf of the City will receive training on the *Accessibility for Ontarians with Disabilities (AODA)* and *Integrated Accessibility Standards Regulations (IASR)*. A record of training, including dates and the number of people trained must be kept.

Additional information can be found in the **Accessibility – Customer Service Statement of Procedures**.

<b>Related Documents:</b>
Accessibility Policy
Emergency Information Self-Assessment Form
Personalized Emergency Response Plan
Recruitment and Retention Policy
Respectful Workplace Policy HRM-150
Workplace Accommodation Policy

### **Accountability:**

Accessibility is a shared responsibility, and everyone has a part to play in making the City accessible to residents, visitors, and co-workers, as described in the following roles and responsibilities.

#### **People Leaders/ Hiring Managers**

- Ensure job applicants are aware that accommodations are available during the interview process;



- Ensure Human Resources policies include the provision of accommodations for job applicants and employees;
- Inform job applicants and employees of accessibility supports available to them;
- Develop individual accommodation plans for employees with disabilities;
- Ensure workstation assessments are provided when and as required, and that the budget be made available to accommodate specialized equipment required as a result of the assessment;
- Maintain privacy and confidentiality of an employee’s accommodations;
- Develop an Individual Emergency Response Plan with employees that self-identify a need; and,
- Ensure new employees take the Corporate accessibility training program.

**Employees, Volunteers, Applicants and Third Parties**

- Maintain compliance with this Policy;
- Be familiar with their rights and responsibilities under this Policy; and,
- Assist with Individualized Emergency response situations when and as required.

**Human Resources Department**

- Maintains compliance with the Accessibility Policy and related Statement of Procedures;
- Ensures compliance with relevant legislation and regulations, including but not limited to the Ontario Human Rights Code and the Workplace Safety Insurance Board; and,
- Defines, and ensures compliance with Human Resource Policies and related Statement of Procedures.

<b>Contacts:</b>			
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<b>Director(s) Approval – Version Number X</b>			
<b>Director(s) name/Title</b>	<b>Dept</b>	<b>Date Approved</b>	<b>Signature</b>
Peter Fay, City Clerk	Legislative Services	July 7, 2021	