


<b><u>AODA – “EMPLOYMENT STANDARDS” POLICY</u></b>
--

<b>Last Policy Issue Date:</b> September 12, 2005	<b>Revision Policy Date:</b> January 24, 2023
<b>Revision Reason/Highlights:</b> Adding more details about accommodations measures. Adding new contacts for employee and customer feedback - HR Manager, & Recruiter/HR Administrator	<b>Revision No. 2</b>
<b>Reviewed by:</b> Amanda Woods and Jeanette Smith	
<b>Approval Signatures:</b> Jeanette Smith, V.P. Business Operations	
Amanda Woods, HR Manager 	

**PURPOSE**

This policy is intended to meet the requirements of the Integrated Accessibility Standards Regulation, under the “Accessibility for Ontarians with Disabilities Act” (AODA), 2005, as it relates to accessible “Employment” services for persons with disabilities.

All employment services provided by Clinical Research Dental (the Company) follow the principles of dignity, independence, integration and equal opportunity. As such, this policy supports both our legal obligation and our business values to accommodate persons with disabilities, regarding employment selection, training and development, and career opportunity.

Note: An employee/or potential employee does not have to disclose details of their disability to request accommodation, but rather medical documentation and direction from their specialist on what their functional ability limitations are, and what is required to support them, is what is required.

**SCOPE**

The policy applies to every person who deals with members of the public on behalf of the Company. It supports both employees and every potential employee/candidate with a disability requiring accommodation in terms of the following commitments:

- A. Hiring
- B. Workplace Information
- C. 1. Talent and Performance Management  
2. Restructuring/Redeployment

- D. Communicate Accessibility Policies
- E. Accommodation Plans
- F. Return to Work (RTW) Process

**A. Hiring (Recruitment, Assessment and Selection)**

The Company will notify employees and the public about the availability of accommodation for job applicants with disabilities.

- ✓ All job postings will inform applicants that accommodations are available upon request.
- ✓ During initial contact Human Resources (HR) will inform applicants that accommodations are available (if needed/required).
- ✓ HR will consult with applicants, who have identified as needing support, to suggest suitable accommodations for them.
- ✓ Pre-screening, testing and interviews will be modified to accommodate applicants with disabilities.
- ✓ Successful applicants will be informed at time of offer of the Company's policy to support people with disabilities.
- ✓ All hiring will be performed ensuring that no discriminatory practices (as per Human Rights Code of Canada and the 16 prohibited grounds), will occur and that the company values and seeks applicants of all diversity, race, colour, gender etc.

**B. Workplace Information (Accessible Formats and Communication Supports)**

- ✓ The Company will provide accessible formats and communications support for any person with a disability that requires it, including:
- ✓ Information or training needed in order to perform their job (Orientation, Job Description, HR and H&S policies/manuals/training etc.); and
- ✓ Information or training that is generally available to all employees at work (Communications, etc.).
- ✓ Information or training pertaining to Workplace Emergency Response and/or Emergency / Evacuation Plans, including any necessary additional measures required to support the employee's safety.

The Company will consult with the employee making the request to determine the best way to provide the accessible format or communication support for them (e.g. enlarging font on documents, providing a larger computer screen, offering a visual aid or enhanced lighting, for persons with low vision, etc.).

**C.1. Talent Development and Performance Management**

The Company will provide any necessary accommodations as they relate to performance management and/or career development goals to ensure:

- ✓ The employee's effective participation in formal or informal performance reviews.  
This includes:
  - Managers providing performance management and development tools that take into account the accessibility needs of their employees.

- Managers providing feedback and coaching in a way that is accessible to the employee (speak clear, slower, louder, +/- outline material / feedback in bullet point form, or larger readable font, etc.).
- ✓ The employee's ability to successfully learn and grow.

This includes:

- Effective training / mentorship for employees to achieve new skills, +/- take on more responsibilities. This includes having receipt and communication of job postings in a format that ensures their awareness and ease to apply.
- The employee's proven ability to take on a new role (a promotion, job expansion, or move to another role and with necessary accommodation (lighting, work-space, computer or monitors greater, etc. if/where required)).

The accommodation efforts as outlined above are not all inclusive, and the Company will follow medical experts' direction and/or disability work-space experts to support accommodation planning if/where needed.

## **C.2. Restructuring/Redeployment**

If the Company performs a department restructure or redeployment, the accessibility needs of employees with disabilities will be taken into consideration prior to placing them in their new role. Redeployment may mean the reassignment of employees to other departments within the organization as an alternative to terminating or laying off when a particular job or department has been eliminated.

## **D. Communicate Accessibility Policies**

The Company will communicate policies (e.g. AODA policies) effectively so that employees with disabilities will receive and understand the information/policy provided in a format that achieves this goal. A new employee will be advised of such policies on hire, with a commitment that any policy changes will be shared again in a format that is understood.

Such formats may include:

Newsletters; emails; memos; websites; bulletin boards; staff meetings; one-on-one conversations, etc.

## **E. Individual Accommodation Plans**

The Company will develop individual accommodation plans for employees with disabilities. It is the employee's responsibility to notify the Company's Recruiter or HR Manager should they require accommodation.

The Company's accommodation plans will include the following:

Communication Requirements:

- ✓ Informing employees during orientation about the availability of accommodation plans.
- ✓ Explaining to employees how they can participate in the creation of the plan.
- ✓ Allowing a workplace representative (co-worker/manager) to be involved in the process should the employee request it.
- ✓ One-on-one meetings to develop plans with the employee.

- ✓ Providing Employees' accommodation plans in an accessible format, based on their individual needs.

#### Design Requirements:

- ✓ If necessary, an evaluation by an outside medical expert or other experts may be required to determine if accommodations can be achieved, or how they can be achieved. This can be requested by either the employer or employee, and all costs that are validated as necessities to perform their job safely and effectively by the expert(s), will be covered by the employer.
- ✓ Accommodation requests can be denied subject to the requirements of the Employment Standards and Human Rights Acts.
- ✓ All accommodation plans will contain an Emergency Response plan. This information will be shared with the appropriate internal and external Health and Safety committee members, and any supporting representative(s). Emergency response plans will be reviewed whenever an employee is transferred, emergency policies are updated, or the individual accessibility plan is reviewed.
- ✓ At all times the employee's personal information will be protected. During the development stage Human Resources will review what information will be shared with other managers and departments, and who will have access to the plan.
- ✓ Setting a plan design review date to ensure that accommodations are still adequate and necessary.

#### **F. Return to Work**

The Company requires that employees who are absent from work due to a disability, or who require disability-related accommodations in order to return to work, provide us with sound medical documentation outlining the accommodations they require.

The Company will create a documented return to work (RTW) process for the employee and any persons involved in the accommodation plan, outlining the steps necessary to facilitate a successful RTW integration. The HR Manager will meet with the employee just prior to their start/return date to review the plan again with them.

### **Administration**

If you have any questions, or concerns about this policy or its related procedures, please contact the Company's HR Manager at [awoods@clinicalresearchdental.com](mailto:awoods@clinicalresearchdental.com).

Or if HR Manager is not available please contact the Company's Recruiter/HR Administrator at [krampersad@clinicalresearchdental.com](mailto:krampersad@clinicalresearchdental.com).

This policy and its related procedures will be reviewed as necessary in the event of legislative changes/updates.