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APPLIES TO

All full time, part time and casual (includes co-op students, contracts) Team Members.

DEPARTMENT/POSITION RESPONSIBILITIES

Bend All Automotive Inc. (BAA) is committed to ensuring that all full cycle employment practices are accessible to all people with disabilities.

Communication Standard:

We will communicate with people with disabilities in ways that take into account their disability, in a timely manner. Bend All will consult with the person making the request in order to determine the suitability of an accessible format or communication support. We will notify the public that accessible formats are available upon request.

Employment Standard – Recruitment:

Throughout the recruitment cycle, accommodations will be made available to applicants with disabilities. If requested, Bend All will consult with the applicant to provide or arrange for the provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs. Job postings will indicate that accommodations are available upon request. Job offers will also reference accommodations being available for people with disabilities where needed.

Employment Standard – Accommodating Team Members:

Bend All Automotive will develop and have in place a written process for the development of accommodation plans for Team Members with disabilities, and will include the following:

- a) The manner in which a Team Member requesting accommodation can participate in the development of the individual accommodation plan
- b) The means by which Team Members are assessed on an individual basis
- c) The manner in which we can request an evaluation by an outside medical or other expert, at Bend All's expense, to assist us in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- d) The steps taken to protect the privacy of the Team Member's personal information

- e) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done
- f) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the Team Member
- g) The means of providing the individual accommodation plan in a format that takes into account the Team Member's accessibility needs due to disability

Individuals accommodation plans shall, if requested, include information regarding accessible formats and communications to be provided. Individual accommodation plans shall also include individualized workplace emergency response information. When Team Members have been absent from work due to a disability, Bend All will develop and have in place a return to work plan that outlines the steps in facilitating the return to work process, including any accommodations that are to be provided. Bend All will take into account the accessibility needs of its Team Members with disabilities when following any performance management process.

Training:

Bend All will provide training to all Team Members, both salary and hourly. All full-time Team Members, as well as co-op and contract Team Members, will receive training during new hire orientation.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act 2005, any related Human Rights Code standards, and the requirements of the Integrated Accessibility Standard.
- Bend All's policies regarding the Communication Standard.
- Bend All's policies regarding the Employment Standard, including recruitment practices and processes to accommodate existing Team Members.
- What to do if a person with a disability is having difficulty accessing accommodation.

Team Members will also be trained when changes are made to Bend All's communication, recruitment or employment accommodation processes.

Feedback Process:

Applicants or Team Members who wish to provide feedback on Bend All Automotive Communication and Employment procedures should contact the Human Resources Manager.

All feedback will be responded to in writing in the amount of time deemed suitable based on the specific concern.

Modifications to This of Other Policies:

Any policy of Bend All Automotive that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.