

Tobias House Attendant Care Inc.

Accessibility for Ontarians with Disabilities Act

Multi-Year Accessibility Plan and Associated Policies

Compliance – January 1, 2015

Table of Contents

Tobias House Attendant Care Inc.	3
Statement of Commitment to Champion Accessibility	4
Establishment of Accessibility Policies and Plans	5
IASR - Standards, Requirements and Policies	6
Part I: General Standards/Requirements	6
Part II: Information and Communication Standards	8
Part III: Employment Standards	11
Part IV: Transportation Standards	17
Part V: Design of Public Spaces Standard	18
Part VI: Accessible Built Environment (Ontario Building Code)	19
Appendix 1	20
Appendix 2	22
Appendix 3	25
Contact	25

Tobias House Attendant Care Inc.

Tobias House Attendant Care Inc.'s (Tobias House) mission is to create opportunities for independence and choice of lifestyle by providing innovative 24-hour personal support services for individuals with physical disabilities.

Tobias House – Services and Programs Offered

Tobias House offers the following services and programs to its clients:

- **Supportive Housing** – attendant care services to persons with physical disabilities in a supportive housing environment;
- **Attendant Outreach Services** – on a fee for service basis, supports provided at the workplace, conference, schools, and meetings;
- **Nurturing Assistance** – help for parent(s) with any child care activities that, due to physical limitations, they cannot do independently; and
- **Tobias House Resource Center** – assistance to individuals with physical disabilities in Toronto with self-advocacy, resource counseling, and workshop/social events. The center also offers programs specifically designed to support accessibility, including The Barrier Free Access to Swimming Program and an accessible fitness program.

Tobias House – Scope of Services

Tobias House offers the following scope of services to its clients:

- **Personal Assistance** (e.g., hygiene, dressing and undressing and communication assistance)
- **Ventilation and Tracheotomy Assistance** (e.g., assistance with equipment and clearing of tracheotomy)
- **Daily Living Assistance** (e.g., assistance with care of children, meal preparation and housekeeping)
- **Assistance with specialized Equipment** (e.g., we make arrangements with vendors for the repair and maintenance of equipment)

The Accessibility for Ontarians with Disabilities Act

In 2005, the Ontario Government passed the *Accessibility for Ontarians with Disabilities Act (AODA)* with the goal to make Ontario fully accessible in all aspects of daily living by 2025.

Accessibility standards have been created as part of the *AODA*. These standards are rules that businesses and organizations in Ontario need to follow to identify, remove and prevent barriers to ensure people with disabilities have more opportunities to participate in everyday life.

Ontario combined multiple standards (e.g., Information and Communications Standards, Employment standards and Transportation standards) into a single regulation called the Integrated Accessibility Standards Regulation (IASR). This regulation has been passed into law and the requirements are being phased in between now and 2021. This Multi-Year Accessibility Plan satisfies Tobias House's requirements under the IASR.

Statement of Commitment to Champion Accessibility

Tobias House is committed to treating all people in a way that allows them to maintain their dignity, independence, integration and equal opportunity. Tobias House is 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 *AODA*. An assessment of Tobias House's previously existing policies and procedures relating to accessibility was performed in order to inform the development of Tobias House's Multi-Year Accessibility Plan.

Tobias House's Multi-Year Accessibility Plan will be reviewed annually and fully-updated at least once every five-years or when there are amendments to the *AODA*, its associated regulations or changes to Tobias House' accessibility services and/or policies.

Tobias House understands that the IASR does not replace or affect existing legal obligations under the Ontario Human Rights Code and other superseding laws in respect to accommodation of people with disabilities. Tobias House will comply with the Ontario Human Rights Code, the *AODA* and its associated regulations, including the IASR and Accessible Customer Service Standard. Tobias House respects people's privacy and personal information, and will not share a person's information unless it is appropriate with consent, required or legally obligated.

Establishment of Accessibility Policies and Plans

By January 1, 2015 Tobias House will:

- Develop a plan to implement and maintain a corporate policies governing how the organization will achieve accessibility;
- Establish, implement and maintain a Multi-Year Accessibility Plan;
- Include within the Multi-Year Accessibility Plan a statement of commitment to meet the accessibility needs of persons with disabilities in a timely manner; and
- Make the corporate polices and Multi-Year Accessibility Plan available to the public on Tobias House' website and available in accessible formats upon request.

Note: General accessibility policies are also found in Tobias House's Accessible Customer Service Plan, and can be accessed via Tobias House's website or provided in an accessible format upon request. Only sections applicable to Tobias House will be found in this Multi-Year Accessibility Plan, please see "A Guide to Integrated Accessibility Standards Regulation" on the Ontario Government's website for a detailed breakdown of all of the IASR's standards, sections and requirements. Deadlines included in this Multi-Year Accessibility Plan are in accordance with deadlines outlined the IASR or are internal deadlines that are earlier dates than outlined in the IASR.

IASR - Standards, Requirements and Policies

Part I: General Standards/Requirements

Part I: General Standards/Requirements					
AODA Standards / Regulation Reference O. Reg. 191/11, s.3	Accessibility Policies		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Development of accessibility framework and Statement of Commitment	Tobias House's Multi-Year Accessibility Plan includes a component for the development of accessibility framework and a Statement of Commitment	The plan is developed and approved by Executive Director and posted on the Tobias House website	Executive Director	N/A	Plan completed: Dec. 2014 Framework: in progress
AODA Standards / Regulation Reference O. Reg. 191/11, s.4	Accessibility Plans and Annual Status Report Plan		Deadline: January 1, 2015; January 1 st , 2016 (Status Report)		
	Deliverables	Activities	Accountability	Budget Implication	Status
Accessibility Plan	Tobias House creates Multi-Year Accessibility Plan	Multi-Year Accessibility Plan is written, approved by Executive Director and posted on the Tobias House website	Executive Director	N/A	Completed Dec. 2014
Annual Accessibility Status Report	Tobias House creates first Annual Accessibility Status Report that will be drafted and posted by January 1 st , 2016	Review and update Multi-Year Accessibility Plan and complete Annual Accessibility Status Report by January 1 st , 2016	Executive Director	N/A	Pending Review after 1 st year (Dec. 2015)
AODA Standards / Regulation Reference O. Reg. 191/11, s.5	Procuring or Acquiring Goods, Services or Facilities		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Incorporate accessibility design criteria and features when procuring goods, services or	Tobias House drafts/updates guidelines that require Tobias House to incorporate accessibility considerations	Guidelines are included in Tobias House's Accessible Customer Service Plan	Executive Director	N/A	Completed Dec. 2014

facilities	when procuring goods, services and facilities				
AODA Standards / Regulation Reference O. Reg. 191/11, s.6	Self-Service Kiosks		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Incorporate accessibility features when designing, procuring or acquiring self-service kiosks	Note: Tobias House does not own or use any self-serve kiosks. In the event that self-serve kiosks are acquired by Tobias House, a guideline will be established to address barriers and provide maximum accessibility	Guidelines under Tobias House's Accessible Customer Service Plan address self-serve kiosk accessibility and a stand-alone guideline will be developed if Tobias House acquires self-serve kiosks	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.7(1)	Training		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Employee training regarding the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code	Tobias House rolls out training on the Integrated Accessibility Standards Regulation and the Human Rights Code to all employees	Training will include information about Ontario achieving accessibility by 2021 and highlight the requirements of the Standards under the IASR and the Human Rights Code as they apply to the Tobias House's business, goods and/or services.	Executive Director	Operational	Ongoing
Employee training records	Tobias House keeps records of the number of individuals who were trained and the dates that the training was provided	Record IASR training information	Executive Director	N/A	Ongoing

Part II: Information and Communication Standards

Part II: Information and Communication Standards					
AODA Standards / Regulation Reference O. Reg. 191/11, s.11	Feedback		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Process to receive and respond to feedback in a timely and accessible manner	Tobias House's Accessible Customer Service Plan satisfies this requirement	See Tobias House's Accessible Customer Service Plan	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.12	Accessible Formats and Communications Supports		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Provision of accessible formats and communication supports, upon request	Tobias House's Accessible Customer Service Plan satisfies this requirement	See Tobias House's Accessible Customer Service Plan	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.13	Emergency Procedure, Plans and Public Safety Information		Deadline: January 1, 2012		
	Deliverables	Activities	Accountability	Budget Implication	Status
Emergency Procedure Plans and public safety information are available in accessible formats or with communication supports, upon request	Accessible Emergency procedure and public safety information will be provided and customized plans or policies will be produced to fully accommodate the person's accessibility request	Inform existing and future employees of Tobias House's obligation to produce customized Emergency Procedure Plans, if required by an employee If required, Tobias House and employee will cooperate in the drafting and finalization of a custom Emergency Procedure Plan, and provide it in accessible	Executive Director	N/A	Completed Dec. 2014

		<p>formats or with communication supports, if needed</p> <p>Public safety information including evacuation procedures, floor plans, and information about alarms and incident procedures will be provided in accessible formats or with communication supports, if requested or needed</p>			
<p>AODA Standards / Regulation Reference O. Reg. 191/11, s.14</p>	<p>Accessible Web Sites and Web Content</p>		<p>Deadline: January 1, 2015 (to maximize accessibility and ensure new content is WCAG 2.0 A or higher)</p> <p>Deadline: January 2, 2021 (all internet websites conform to WCAG 2.0 AA or higher)</p>		
	<p>Deliverables</p>	<p>Activities</p>	<p>Accountability</p>	<p>Budget Implication</p>	<p>Status</p>
<p>Tobias House’s new internet and intranet websites and web copy must conform with WCAG 2.0 Level A (Note: exceptions in IASR)</p>	<p>Maximize website and web content accessibility</p>	<p>Tobias House will maximize website and web content accessibility under current abilities and resources</p> <p>Please reference Appendix 3 for the project details for Tobias House’s Website Redevelopment for Greater Accessibility</p>	<p>Executive Director and IT Coordinator</p>	<p>Operational, additional resources may be required</p>	<p>Ongoing</p>
<p>All internet websites and web content must conform with WCAG 2.0 level AA or higher</p>	<p>Establish accessibility strategy to meet long term accessibility compliance (WCAG 2.0 Level AA Compliance)</p>	<p>Tobias House will work with internal staff and/or external IT consultant to establish a Long Term Accessibility</p>	<p>Executive Director and IT Coordinator</p>	<p>Operational, additional resources may be</p>	<p>Ongoing</p>

		Strategy or Plan		required	
AODA Standards / Regulation Reference O. Reg. 191/11, s.15	Accessible Websites and Web Content		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Provide educational and training materials in accessible formats, if requested	<p>Note: Tobias House is not officially recognized as an educational or training institution but does develop and deliver informal educational and training materials</p> <p>Tobias House will strive to ensure educational and training materials will be provided in accessible formats or with communication supports, upon requests</p>	Tobias House will ensure all educational and training materials including those internal and external (i.e., distributed at conferences) can be provided in accessible formats or with communication supports, upon request	Executive Director	N/A	Completed Dec. 2014

Part III: Employment Standards

Part III: Employment Accessibility Standards					
AODA Standards / Regulation Reference O. Reg. 191/11, s.22	Recruitment, General		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Notify employees and public (potential job prospects) about accommodation for applicants with disabilities throughout the recruitment process	Prospective applicants are advised of the availability to accommodate their disability, when required, to support their participation in the recruitment process	Include accessibility accommodations messaging on all recruitment documents and employer-applicant communications	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.23	Recruitment, Assessment and/or Selection Process		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Notify selected job candidates that accessibly accommodations are available, upon request	Selected applications are advised of the availability of accommodations throughout all stages of the recruitment and selection process	Include accommodations messaging on all recruitment documents and employer-applicant communications	Executive Director	N/A	Completed Dec. 2014
If the applicant requests accessibility accommodation, consult with the requester to provide or arrange for the provision of suitable accessibility support	Selected applicants are advised of the availability of accommodations throughout all stages of the recruitment and selection process	Include accommodations messaging on all recruitment documents and employer-applicant communications	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.24	Notice to Successful Applicants		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
When making offers of employment, notify successful applicants of the Tobias House's	Selected applicants are advised of Tobias House's accessibility policies and can provide them in multiple accessible formats	Include accessibility accommodations messaging in all recruitment documents and employee-organization	Executive Director	N/A	Completed Dec. 2014

policies for accommodating employees with disabilities	upon request	correspondence			
	Language has been developed and will be inserted into offer letters and letters of employment	Sample Language: <i>"Tobias House supports the accommodation of people with disabilities and has built hiring policies to support independence, dignity, participation and equal opportunity. If you request accommodation, please notify the hiring contact and they will ensure the necessary steps are taken to accommodate your needs."</i>			
AODA Standards / Regulation Reference O. Reg. 191/11, s.25	Informing Employees of Supports		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Communicate policies supporting employees with disabilities including those on the provision of the recruitment process and job accommodations	Ensure employees understand Tobias House's policies for accommodating disabilities	Employees are advised through multiple sources including staff announcements and on its website	Executive Director	N/A	Completed Dec. 2014
Provide information and policies to all new employees about Tobias House's obligations as set by the Employment Standards	Ensure new employees understand Tobias House's policies regarding the employer's accommodation of employees with disability	All new employees will receive information and policies related to this Section during their employee orientation.	Executive Director	N/A	Completed Dec. 2014
Communicate updated information or changes to existing policies on the provision of job	Tobias House will communicate changes to staff via multiple channels, including verbal discussions, in writing and on	Inform employees through staff announcements and update all related policies and materials	Executive Director	N/A	Completed Dec. 2014

accommodations to all staff	Tobias House's website.				
AODA Standards / Regulation Reference O. Reg. 191/11, s.26	Accessible Formats and Communication Supports for Employees		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
When requested by an employee, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed to perform the employee's job and for information available to employees in the workplace	Ensure employee is supported through individual consultation and provided with accessible formats and communication supports	This will be handled on a case-by-case basis, upon request from the employee After the employee files their request; a private consultation will take place, and Tobias House will accommodate the employee's accessibility needs as per described in this section	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.27	Workplace Emergency Response Information		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Provide individualized workplace emergency response information to employees who have a disability Provide the information as soon as practicable after Tobias House becomes aware of the need for accommodation If the employee requires assistance in an	Develop Individualized workplace information response/plans upon request and update accordingly	Individualized workplace emergency response information/plans will be developed through consultation with the employee Tobias House will integrate this practice into the employee accommodation process Tobias House will seek consent of employee to share emergency	Executive Director	N/A	Completed Dec. 2014

<p>emergency, with consent of the employee, information will be provided to the person designated by the employer to provide planning for and assistance to employee</p> <p>Review individualized workplace emergency response information when an employee moves to a different location, the employee's accommodation needs or plans are changed or reviewed or Tobias House reviews its general emergency response policies</p>		<p>information with staff responsible for emergency procedures/information</p> <p>Tobias House will ensure Workplace Emergency Response Info/Plan is delivered and finalized as soon as practical</p> <p>Tobias House will review the Workplace Emergency Response Info/Plan if: the employee moves locations, when the accommodation policies/plans are updated/reviewed and when the general emergency response policies/plans are updated/reviewed</p>			
<p>AODA Standards / Regulation Reference O. Reg. 191/11, s.28</p>	<p>Documented Individual Accommodation Plans</p>		<p>Deadline: January 1, 2015</p>		
	<p>Deliverables</p>	<p>Activities</p>	<p>Accountability</p>	<p>Budget Implication</p>	<p>Status</p>
<p>Develop policy that addresses the process for creating documented individual accommodation plans</p>	<p>Tobias House provides individual written accommodation plans for all employees who require individual accommodation plans</p> <p>Note: In accordance with these principles, reasonable accommodation will be made on a case by case basis to meet the specific needs of employees and applicants, and systemically to make Tobias House as a</p>	<p>Tobias House creates a process that creates individual written accommodation plans which effectively accommodates employees.</p> <p>See Appendix 1 for the Individual Accommodation Plan Policy</p>	<p>Executive Director</p>	<p>N/A</p>	<p>Completed Dec. 2014</p>

	whole accessible to employees and applicants with disabilities.				
AODA Standards / Regulation Reference O. Reg. 191/11, s.29	Return-to-Work Process		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Develop a documented return-to-work process, including steps employer will take; using documented individual accommodation plans if required (generally applicable to short term disabilities).	<input type="checkbox"/> Establish documented return-to-work process with detailed steps and implement it with the cooperation of the employee when applicable	<p>For injuries that occur at the workplace, Tobias House has an established a policy called the Early and Safe Return to Work After an Injury (ESRTW). See Appendix 2 for ESRTW.</p> <p>If an employee sustains an injury outside of work, Tobias House will do its best to integrate practices from this policy to create a plan that effectively reintegrates the employee back into the workplace without undue hardship placed on Tobias House. Note that this practice is generally in respect to short term injuries and that additional planning and consultation may be required based on each individual case.</p>	Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.30	Performance Management		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Take into account the accessibility needs of employees with	Tobias House will take into account the needs of employees with disabilities and individual	Build reference to accessibility needs and accommodation plan into	Executive Director	N/A	Completed Dec. 2014

disabilities and individual accommodation plans in performance management processes	accommodation plans in performance management processes	existing performance management process, if applicable			
AODA Standards / Regulation Reference O. Reg. 191/11, s.31	Career Development and Advancement		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering providing career development and advancement opportunities	<p>Tobias House supports accessible career development and advancement and will take into account the accommodation needs of an employee when considering career development and advancement opportunities</p> <p>Tobias House employs a 360-degree feedback (feedback from supervisors, staff/peers and clients) process to evaluate and develop employees professionally. An employee's accessibility needs will be taken into account when this process is completed.</p>		Executive Director	N/A	Completed Dec. 2014
AODA Standards / Regulation Reference O. Reg. 191/11, s.32	Redeployment		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering redeployment of employees with disabilities		Tobias House will work with the employee to ensure the redeployment process is effectively communicated and accommodates the accessibility needs of the employee	Executive Director	N/A	Completed Dec. 2014

Part IV: Transportation Standards

Part IV: Accessible Transportation Standard					
AODA Standards / Regulation Reference O. Reg. 191/11, General	Transportation Policies		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Tobias House is not in the business of transportation services and therefore, this Standard of the IASR is not applicable. With this said, Tobias House may on occasion assist the client or the employee to procure transportation services (e.g., Wheel-Trans, accessible taxis)	This Standard does not regulate any of Tobias House's goods or services, as Tobias is not classified as a transportation organization.	Tobias House will advocate on behalf of its employees and clients to ensure that the transportation services that are procured treat people with disabilities with respect and dignity and adhere to the applicable regulations within the IASR, specifically Part IV, Accessible Transportation Standards	Executive Director	N/A	N/A

Part V: Design of Public Spaces Standard

Part V: Design of Public Spaces Standard (Accessibility Standards for the Build Environment)					
AODA Standards / Regulation Reference O. Reg. 413/12	Design of Public Spaces, General		Deadline: January 1, 2015		
	Deliverables	Activities	Accountability	Budget Implication	Status
Meet the requirements of the Standards for public spaces that are newly constructed, redeveloped or intended to be maintained after January 1, 2015	<p>When applicable, adhere to the Standards for Public Spaces as outlined in the IASR, which includes (but is not limited to):</p> <ul style="list-style-type: none"> Recreational trails/beach access routes Outdoor public eating areas like rest stops or picnic areas Outdoor play spaces, like playgrounds in provincial parks and local communities Outdoor paths of travel like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals Accessible parking Service-related elements and functions like service counters, fixed queuing lines and waiting areas 	Tobias House will ensure that its public spaces, including the entry to the office building, waiting lobby, washrooms and parking lot are accessible to people with disabilities	Executive Director	N/A	Completed Dec. 2014

Part VI: Accessible Built Environment (Ontario Building Code)

Part VI: Accessible Built Environment (Revisions to the Ontario Building Code)					
Ontario Building Code	Design of Public Spaces, General			Deadline: January 1, 2015	
	Deliverables	Activities	Accountability	Budget Implication	Status
<p>On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12 (effective January 1, 2015)</p> <p>The amended requirements substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated. They maintain Ontario's leadership role in requirements for barrier-free design. The new requirements apply to most new construction and extensive renovations. Existing buildings, where no work is planned, are not affected by these new requirements.</p>	<p>When applicable, Tobias House will adhere to the newly amended requirements outlined in the Building Code, O. Reg. 332/12. It should be noted that Tobias House is not in the business of building environments, however will advocate on behalf of our clients and employees to ensure compliance with the building code requirements and above.</p>	<p>Tobias House will continue to maximize accessibility and ensure Tobias House's physical structure and physical components are as accessible as possible.</p> <p>If Tobias House requires a renovation, Tobias House will follow the guidelines as outlined in the Building Code, O. Reg. 331/12, with particular focus on:</p> <ul style="list-style-type: none"> Ensuring barrier free travel throughout the premise and/or newly renovated area Providing elevator access to new storeys Installing visual fire safety devises / fully accessible washrooms Incorporating accessible and adaptable seating spaces 	Executive Director	If applicable, depends on renovation scope	Completed Dec. 2014

Appendix 1

Documented Individual Accommodation Plan

Purpose

The purpose of reasonable accommodation is to enable a person to perform at least the essential requirements of the job as defined in the job posting and/or job description. Tobias House is not required to create a job or significantly alter a job as to create a different job in order to accommodate an applicant or an employee.

Tobias House's Accommodation Plan addresses:

- How the employee can participate
- How the employee will be assessed
- How the employee can request accommodation
- How employee can request participation of union representative or bargaining agent in the process, if applicable
- How the employee's personal information will remain private and confidential
- How, and how often, the plan will be reviewed and updated
- How reasons for denied requests will be communicated
- How the plan will be provided to employee

Individual Accommodation Plan

1. Accommodations assist in the inclusion of persons with disabilities into employment activities;
2. Individuals are to be accommodated with respect and dignity and Tobias House will respond to accommodation plan requests in a timely manner;
3. Accommodation is to be made only for those disability related needs disclosed by the employee or applicant that impact on employment;
4. Accommodation needs are to be addressed in a way that is consistent with responsible financial management and operational requirements, and does not pose an undue hardship on Tobias House;

5. Accommodation requirements are determined on person-by-person basis by ensuring that each employee with a disability is considered, assessed and accommodated individually, while maintaining a process that is consistent with the principles of confidentiality;
7. The accommodation process allows the involvement and cooperation of the employee's union representative or bargain agent, if appropriate or required. The employee must notify Tobias House that they wish to have additional parties present in accommodation process – reasonable parties (union rep. or bargain agent) will be accepted;
8. Tobias House committed to achieving a culture and work environment that is supportive of employees with disabilities;
9. Tobias House will review the accommodation plan: if the employee is not satisfied with the accommodation plan, if the employee moves location, when the accommodation policies/plans are reviewed and when the general emergency response policies/plans are reviewed.

Appendix 2

Early and Safe Return to Work After an Injury (ESRTW) - Policy Number OHS - 4

Policy

It is the policy of Tobias House Attendant Care to provide reasonable accommodation for employees returning to work after an injury sustained at work.

Purpose

To effectively and safely integrate an injured employee into the work environment as quickly as possible, and assist them in returning to their pre-injury duties subject to the accommodations being reasonable to consumer service needs.

Scope

This statement of Policy and Procedure applies to all employees.

Responsibility

The employee is responsible for:

- Maintaining communication with the manager throughout the recovery.
- Signing a consent to the release of functional abilities information (Form 7, or the Workers Consent form # 1492) to the supervisor responsible for arranging the return to work.
- Cooperating with this program in agreement with WSIB.
- Attending a meeting with the supervisor prior to the date of return and any other meetings as requested by the supervisor in order to develop and review RTW program.
- Helping identify suitable work that is available consistent with medically determined functional abilities.

The supervisor is responsible for:

- Contacting the employee immediately after the injury and maintaining communication throughout the recovery and return to work.
- Keeping records of the incident and the recovery.
- Providing the WSIB with any information requested about the worker's return to work.
- Cooperating with the employee and the WSIB in the ESRTW process.
- Attempting to provide suitable work and monitoring the employee's condition during the modified work program.

Definitions

“Functional Abilities” means information provided by the treating health care professional describing what kinds of activities the injured worker may carry out.

“Modified work” means any change in a regular job while the employee recovers from an injury or illness.

Procedure

The Tobias House Return To Work Program will be activated when an employee who had sustained an injury at work receives a medical clearance to return to work with restrictions.

The employee must have a Functional Abilities Form (WSIB Form#2647A) completed by the treating health professional. The form can be obtained from the supervisor. Employees may be required to be examined by an independent medical practitioner to determine their ability to perform the designated work.

The employee will meet with the supervisor in order to identify a suitable work plan for the employee. The written plan will include:

- Start date (2 weeks notice may be required by the supervisor for scheduling purposes)
- Wages
- Days and hours to be worked
- Next review date
- How the work is to be modified. This may include changed or reduced work hours, periodic rests or exercise breaks, adapted work tasks appropriate to the employee’s functional abilities

Where appropriate, rehabilitation specialists from the WSIB will be consulted in reviewing suitable modified work to ensure the employee can safely perform the tasks involved.

The modified work program will not exceed 8 weeks duration. During this time the supervisor will monitor the employee’s condition to ensure that he/she is capable of doing the work.

At the conclusion of the program, the supervisor and the treating health professional will assess the employee to determine ability to resume regular duties.

After receiving the doctor’s report giving the employee clearance to return to regular duties without restrictions, the supervisor and employee will arrange the date of return to pre-injury job. One week notice may be required by the supervisor.

Additional Accommodations

Additional Accommodations to the Modified Work Plan may include:

- Graduated return to work, regular duties
- Modified job expectations
- Alternative duties
- Modified work site
- Job/responsibility sharing
- Difficult task assistance
- Job reassignment

Injuries that Occur Outside of Work

If an employee sustains an injury outside of work, Tobias House will do its best to integrate practices from this policy to create a plan that effectively reintegrates the employee back into the workplace without undue hardship placed on Tobias House. Note that this practice is generally in respect to short term injuries and that additional planning and consultation may be required based on each individual case.

Appendix 3

Tobias House – Project Details for Website Redevelopment for Greater Accessibility (Estimated Time: 10 Weeks)	
Task (Per Activity)	Sub-Tasks (Per Task) – To be Completed by Web Designer
The web designer will develop a concept that supports Tobias House’s mission: collaboration, creation and presentation of visual concepts to Tobias House (4 weeks).	Provide links to example sites and content.
	Draft concepts and present concepts to Tobias House.
	Implement sample pages in the Content Management System.
Testing and Revisions (4 weeks).	Execute first round of sample pages testing using validation tools, automated tests, browser comparison tests and usability/accessibility tests - site must work at 200% font size without images.
	Further implement sample pages in the Content Management System.
	Complete second round of testing for usability and accessibility using a variety of assistive technology with support from Tobias House staff and consumers.
	Debug, optimize performance and add refinement to draft pages.
Implement the CMS (2 weeks)	Implement site in the Content Management System.
	Review the site in full and complete final changes as requested by Tobias House.
	Launch site.

Contact

- Website: www.tobiashouse.ca
- Phone: (416) 690-3185
- Email: constantine.iliopoulos@tobiashouse.ca
- Mail: 611 – 695 Coxwell Avenue, Toronto, ON M4C 5R6