

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS

WHAT YOU NEED TO DO

Upon receiving a request for accommodation, consult with the employee with a disability to provide the most appropriate accessible formats and communication supports for job-related information.

TIPS AND RESOURCES

- When deciding on the most appropriate accessible formats or communications supports for an employee with a disability, it may be useful to involve an external accessibility expert.
- For a step-by-step guide on making information accessible for employees, please visit <https://www.ontario.ca/page/how-make-information-accessible>

Examples of job-related information

- Policies
- Newsletters
- Bulletins
- Fact sheets on health and safety information
- Employee orientation and training materials
- Employee surveys
- All staff emails

Quick Fact

Accessible formats are alternatives to standard print and are accessible to people with disabilities. Accessible formats include:

- Large print • Braille • Recorded audio • Electronic formats

Communication supports help people with disabilities gain access to information. Communication supports include:

- Plain language • Sign language • Reading out loud
- Captioning • Writing notes

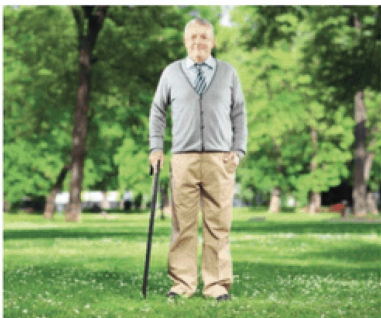
INDIVIDUAL ACCOMMODATION PLANS

WHAT YOU NEED TO DO

All organizations — except private sector and non-profit organizations with 1-49 employees — must develop and write a process for creating documented accommodation plans for employees with disabilities that include the following:

- How an employee participates in the development of their individual accommodation plan.
- How an employee is assessed on an individual basis.
- How a unionized employee can ask for a representative from their bargaining agent.
- How a non-unionized employee can ask for a representative from the workplace to participate in the development of the accommodation plan.
- How assistance can be requested from an outside expert, at your expense.
- The steps you will take to protect the privacy of the employee's personal information.
- The schedule for when and how the plan will be reviewed and updated.
- How an employee will be provided with an individual accommodation plan that considers their disability accommodation needs.
- How you will tell an employee that their individual accommodation plan has not been accepted.

It is important for you and the employee with a disability to determine and implement appropriate accommodation measures. However, the final decision rests with you.



INDIVIDUAL ACCOMMODATION PLANS

Steps to consider

STEP 1: RECOGNIZE THE NEED FOR ACCOMMODATION

Usually the process begins when an employee with a disability requests accommodation. However, if a manager notices that an employee needs accommodation, the manager should discuss accommodation measures with the employee.

STEP 2: GATHER RELEVANT INFORMATION AND ASSESS NEEDS

To help the employer or external expert determine the appropriate accommodation measures, the employee may be asked to provide medical information. As an employer, you are responsible for all related costs.

Work with the employee during the process. The employee should provide input about what might be most effective and appropriate. You, along with the employee, the union representative (if applicable), and external experts should decide what accommodation will best address the employee's needs. This may involve experimentation, partial implementation of solutions, and training.

STEP 3: WRITE THE INDIVIDUAL ACCOMMODATION PLAN

Once an accommodation is decided, the details must then be formally written down in an individual accommodation plan. Remember this process does not apply to employers with 1 to 49 employees in the private and non-profit sectors. In addition, individual accommodation plans must include:

- Any information regarding accessible formats and communication supports, if requested.
- Workplace emergency response information, if required.
- Any other accommodations to be provided.

STEP 4: IMPLEMENT, MONITOR, AND REVIEW INDIVIDUAL ACCOMMODATION PLAN

Implement an accommodation plan as soon as possible once the employer and the employee have accepted it. Both parties should monitor the situation and review the plan regularly to confirm that the accommodation is appropriate.