

STATEMENT of POLICY			
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POLICY

It is the policy of the Niagara Children's Centre School Authority to provide an environment that builds independence, dignity, inclusiveness, equity, and respect for all of our students, parents/guardians, staff, trustees, and the public.

Niagara Children's Centre School Authority is committed to meeting the accessibility needs of individuals with disabilities and to achieve, in a timely manner, the Accessibility Standards established pursuant to the Accessibility for Ontarians with Disabilities Act, which includes access to our sites and services, and the implementation, use and application of appropriate assistive technology and alternative forms of communications.

ACCESSIBLE EMERGENCY INFORMATION

Niagara Children's Centre School Authority is committed to providing clients and visitors publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

PROFESSIONAL LEARNING

Niagara Children's Centre School Authority will provide professional learning to employees and volunteers on Ontario's accessibility laws and on the Ontario Human Rights Code as it relates to individuals with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers.

INFORMATION AND COMMUNICATIONS

Niagara Children's Centre School Authority is committed to meeting the communication needs of individuals with disabilities. We will consult with individuals with disabilities to determine their information and communication needs.

Niagara Children's Centre School Authority will take steps to make all new websites and content on those sites in compliance with AODA Standards.

Niagara Children's Centre School Authority will take steps to ensure that all existing feedback processes are accessible to individuals with disabilities, upon request.

Niagara Children's Centre School Authority will take the following steps to make sure all publicly available information is made accessible, upon request:

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- Publicly available material will be posted on the school website
- Publicly available material will be posted on bulletin boards
- Print copies of materials be provided directly, upon request and modified (e.g print size) where possible

EMPLOYMENT

Niagara Children's Centre School Authority is committed to fair and accessible employment practices. We will take steps to notify the public and employees that, when requested, Niagara Children's Centre School Authority will accommodate individuals with disabilities, during the recruitment processes, and when people are hired.

Niagara Children's Centre School Authority will take steps to develop and put in place a process for individual accommodation plans and return-to-work policies for employees who have been absent due to disability.

Niagara Children's Centre School Authority will take steps to ensure the accessibility needs of employees with disabilities are taken into account if the School is using performance management, career development, and return to work processes.

Niagara Children's Centre School Authority will take steps to remove other accessibility barriers identified.

DESIGN OF PUBLIC SPACES

Niagara Children's Centre School Authority will meet the Accessibility Standards for the Design of Public Spaces when building or making major modification to public spaces.

In the event of a service disruption, Niagara Children's Centre School Authority will notify the public of the service disruption and alternatives available.

RELEVANT POLICY

NCCSA POLICY Accessibility Standards Accessibility In Employment
NCCSA POLICY Accessibility Standards Customer Service Training
NCCSA POLICY Accessibility Standards Employee Return to Work
NCCSA POLICY Accessibility Standards Employee Accommodations

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NCCSA POLICY Accessibility Standards Individualized Employee Emergency Response Plan

NCCSA POLICY Accessibility Standards Notice of Disruption of Service

NCCSA POLICY Accessibility Standards Student Transportation

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The Niagara Children's Centre School Authority is committed to ensuring that people with disabilities have the same opportunity of access to our services in a similar way as these services are available to all others we serve. We are committed to meeting, in a timely manner, the accessibility needs of students with disabilities in the provision of services related to student transportation.

It is the policy of Niagara Children's Centre School Authority to ensure that accessible school transportation services are provided for students with disabilities in a manner that meets their unique needs and ensures their safety. Where appropriate and practicable, integrated accessible school transportation services will be provided.

The provision of accessible student transportation services will include the development of an individual school transportation plan for each student who has a disability that affects their transportation to and from school. The plan will be developed by the Principal in collaboration with the Niagara Student Transportation Services and in consultation with the student's parents/guardians.

Legal Framework

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
 Accessibility Standard for Customer Service, Ontario Regulation 429/07
 Integrated Accessibility Standards, Ontario Regulation 191/11
 Ontario Human Rights Code
 Ontarians with Disabilities Act, 2001

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The Niagara Children's Center School Authority (NCCSA) is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and services as do all employees and prospective employees. The NCCSA is committed to meeting the accessibility needs of people with disabilities, in a timely manner, in the provision of services related to employment.

The Policy with regard to Accessibility in Employment applies only to employees (as defined within the Ontario Employment Standards Act, 2000) and does not apply to volunteers and some non-paid individuals.

NCCSA will provide or arrange for the provision of accommodated employment opportunities for persons with disabilities. This includes, but is not limited to:

- notifying its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes;
- consulting with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability after receiving the request from the applicant;
- when making offers of employment, notifying the successful applicant of its policies for accommodating employees with disabilities;
- consulting with the employee to provide or arrange for the provision of accessible formats and communication supports after receiving the request from the applicant;
- providing individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability;
- developing and have in place a written process for the development of documented individual accommodation plans for employees with disabilities;

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- developing and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work;
- taking into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance appraisal process in respect of employees with disabilities;
- taking into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities;
- taking into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying or reassigning employees with disabilities.

REFERENCES

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All new employees must complete the Accessible Customer Service Standards training and quiz during their orientation.

The purpose of this Customer Service Standards Training Policy is to fulfill the training requirements set out in regulation 429/07.

BACKGROUND

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province. The AODA requires the government to develop specific standards of accessibility that are designed to help make Ontario more accessible. One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers, including training for all employees and volunteers.

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As members of the general public, people with disabilities may rely on certain facilities, services or systems in order to access the services of NCCSA

When the following facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future, NCCSA will issue a notice of disruption of service:

- Escalators and elevators
- Accessible washrooms
- Amplification systems
- Note-taking
- TTY services.

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Niagara Children's Centre School is committed to supporting employees who have been absent from work due to a disability and is committed to creating and maintaining a respectful, healthy work environment for all employees.

NCCSA as the employer, strives to do this through collaboration and co-operation with all employees, employee groups, and where appropriate, health care providers and community agencies.

The Employee Return to Work plan is based on the belief that employees wish to be at work regularly and fulfill their responsibilities to maintain support and services for students and staff.

Furthermore, when issues do arise, a problem-solving approach will normally lead to a resolution that returns the employee to work as early and as safely as medically possible.

NCCSA will follow all steps outlined in the relevant procedures to help employees who require accommodation to return to work.

This program is designed to provide consistently applied supports for the health and well being of employees and the benefit of the NCCSA.

The NCCSA Employee Return to Work plan is consistent with the Ontario Human Rights Code, the Workplace Safety and Insurance Act, Employment Standards Act and the Municipal Freedom of Information and Protection of Privacy Act.

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NCCSA as the employer, strives to do this through collaboration and co-operation with all employees, employee groups, and where appropriate, health care providers and community agencies.

Employee Accommodations are based on the belief that employees wish to be at work regularly and fulfill their responsibilities to maintain support and services for students and staff. Where necessary, Employee Accommodations will accompany the Employee Return to Work plan.

Furthermore, when issues do arise, a problem-solving approach will normally lead to a resolution that returns the employee to work as early and as safely as medically possible.

NCCSA will follow all steps outlined in the relevant procedures to help employees who require accommodation to return to work.

This program is designed to provide consistently applied supports for the health and well being of employees and the benefit of the NCCSA.

Legal Framework

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It is the policy of the Niagara Children's Centre School Authority to support employees that have a disability, whether permanent or temporary, with assistance during an emergency as per the Integrated Accessibility Standards Regulation Guidelines.

To plan for this, employees are encouraged to contact the Business Administrator/HR noting the details of the medical condition or disability do not need to be disclosed.

Legal Framework

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 Ontario Human Rights Code
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