

## 1. PURPOSE

- 1.1 In Ontario, the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) aims to create a more accessible Ontario by identifying and, to the extent possible, eliminating barriers experienced by people with disabilities.
- 1.2 The *Integrated Accessibility Standards Regulation* (the “IASR”), enacted under the AODA, sets out obligations with respect to accessibility standards, in addition to certain general requirements. BGC Dovercourt Club (“Dovercourt”) is committed to meeting its obligations under the IASR.
- 1.3 Dovercourt is further committed to ensuring that every Ontario employee receives equitable treatment with respect to employment, without discrimination, and receives accommodation in a timely manner where required, in accordance with the provisions of the Ontario *Human Rights Code* and the AODA and its regulations.
- 1.4 Dovercourt is implementing this Employment Standard Policy (the “Policy”) to ensure that all applicants and Dovercourt’s current Ontario employees are aware of their rights under the AODA Employment Standards, and to set out Dovercourt’s policies with respect to individual accommodation of applicants and employees.

## 2. APPLIES TO

- 2.1 This policy applies to all of Dovercourt’s applicants applying for employment in Ontario and employees in the Province of Ontario.

## 3. POLICY OVERVIEW

- 3.1 Dovercourt is committed to treating all people in a way that allows them to maintain their dignity and independence. Dovercourt believes in integration and equal opportunity. Dovercourt is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by identifying, removing and preventing barriers to accessibility and meeting accessibility standards in accordance with the AODA.

## 4. POLICY

### 4.1 RECRUITMENT, ASSESSMENT & SELECTION OF APPLICANTS

- 4.1.1 Dovercourt is committed to ensuring that all applicants are able to participate equally in Dovercourt’s recruitment, assessment and selection process. Dovercourt notifies applicants, its employees and the general public that Dovercourt is able to accommodate applicants with disabilities in its recruitment process by including such information in any job posting, whether such posting is made internally or externally. Dovercourt also communicates the availability of accommodation

directly to applicants when they are individually selected to participate further in the assessment or selection process.

4.1.2 Dovercourt's job postings will include the following provision:

*"Dovercourt is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. Accommodations are available throughout the recruitment process and applicants with a disability may request to be accommodated throughout the recruitment process. We will work with all applicants to accommodate their individual accessibility needs."*

4.1.3 Dovercourt encourages all applicants with disabilities to contact Dovercourt if they require accommodation during the recruitment process. Dovercourt will consult with the applicant and provide, or arrange to provide, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

## **4.2 KEEPING EMPLOYEES INFORMED**

4.2.1 When making offers of employment to successful applicants, Dovercourt ensures that applicants are aware of Dovercourt's accommodation policies for its employees in Ontario with disabilities.

4.2.2 Dovercourt will include the following provision in all of Dovercourt's Ontario offers of employment and/or employment contracts:

*"Dovercourt is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. Dovercourt strives to respect the dignity and independence of people with disabilities and is committed to giving them the same opportunity to succeed as all other employees. Accommodations are available throughout an employee's employment at Dovercourt, and if you have a disability you may request to be accommodated at any time. Dovercourt will work with all employees to accommodate individual accessibility needs to the point of undue hardship."*

4.2.3 Should any changes be made to this Policy, Dovercourt will ensure that a revised copy of this Policy is available to all employees on Dovercourt's internal intranet website as soon as practicable.

## **4.3 ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS**

4.3.1 An employee with a disability may, at any time, request that information which the employee needs in order to perform the employee's job, or information that is generally available to other employees, be provided to the employee in an accessible format or with appropriate communication supports. Dovercourt is committed to providing, or arranging to provide, accessible formats and communication supports for its employees.

4.3.2 Dovercourt will consult with every employee with a disability who requests accessible formats or communication supports in the workplace to determine the most suitable solution to the barrier the employee faces.

#### **4.4 INDIVIDUALIZED WORKPLACE EMERGENCY RESPONSE PLANS FOR EMPLOYEES**

- 4.4.1 Dovercourt is committed to ensuring the safety of all of its employees in the event of a workplace emergency. Dovercourt expects that where an employee has a disability, including a temporary injury or medical condition, that could impact the employee's ability to safely respond in the event of a workplace emergency, the employee will alert Dovercourt to any possible barriers the employee may face. Dovercourt requests that all employees with disabilities complete the Identification of Potential Barriers During an Emergency Form ("**Emergency Barriers Form**"), available on Dovercourt's intranet or through the Human Resources Department.
- 4.4.2 The information provided on the Emergency Barriers Form will assist Dovercourt in designing an individualized workplace emergency response plan to help an employee overcome any barriers he or she may face in the event of a workplace emergency.
- 4.4.3 All new employees will be provided with a copy of or access to the Emergency Barriers Form as soon as practicable following the commencement of employment.
- 4.4.4 All information provided by employees in the Emergency Barriers Form will remain confidential, except to the extent disclosure is necessary in order to assist the employee pursuant to their individualized workplace emergency response plan. Employees are not required to provide details regarding their medical condition or disability, only information about the type of help or assistance the employee may need in an emergency is required.
- 4.4.5 Individualized workplace emergency response plans will be reviewed whenever an employee moves to a different location in the organization, when the employee's overall accommodation needs or plans are reviewed, and when Dovercourt reviews its general emergency response policies.

#### **4.5 INDIVIDUAL ACCOMMODATION PLAN**

- 4.5.1 Dovercourt is committed to providing accommodations for people with disabilities. When an employee with a disability requests an accommodation, the following process will be followed. The employee's personal information is protected at all times.
- 4.5.2 **Recognize the Need for Accommodation:** The need for accommodation can be:  
(a) requested by the employee through their manager or through human resources;  
or (b) identified by the employee's manager or supervisor.
- 4.5.3 **Gather Relevant Information and Assess Needs:** The employee is an active participant in this step.
- (a) Dovercourt does not require details on the nature of the employee's disability to provide an accommodation, it needs to know only about the employee's functional abilities.

(b) Medical information regarding the employee is kept secure and dealt with in a confidential manner. Protecting privacy can be done by using file storage and confidential forms.

(c) Dovercourt may ask for a functional abilities assessment or, where permitted, medical documentation.

(d) The employee and Dovercourt evaluate potential options to find the most appropriate measure.

(e) An external expert may be involved and, if required by Dovercourt, at Dovercourt's expense.

(f) The employee can request the participation of a representative from the workplace, if any.

4.5.4 **Write a Formal, Individual Accommodation Plan:** Once the most appropriate accommodation has been identified, the accommodation details are written down in a formal plan, including: (a) accessible formats and communication supports, if requested; (b) workplace emergency response information, if required; and/or (c) any other accommodation that is to be provided. The accommodation plan is provided to the employee in a format that takes into account their accessibility needs due to their disability. If an individual accommodation is denied, the employee's manager/human resources will provide the employee with the reason for the denial, in an accessible format.

4.5.5 **Implement, Monitor, and Review the Accommodation Plan:** The employee and Dovercourt monitor the accommodation to ensure that it has effectively resolved the challenge. Formal reviews are to be conducted at a predetermined frequency. The accommodation plan should be reviewed if the employee's work location, position or the nature of the employee's disability changes. If the accommodation is no longer appropriate, the employee and Dovercourt will work together to gather relevant information and reassess the employee's needs in order for the employer to find the best accommodation measure.

## 4.6 RETURN TO WORK PROCESS

4.6.1 We are committed to supporting employees who have been absent from work due to a non-work-related disability and who require an accommodation in order to return to work ("RTW"). As a result, Dovercourt has put in place the following RTW process to facilitate an employee's safe and timely return to work.

4.6.2 **Initiate the Return-to-Work Process.** The employee reports her need for a disability leave to their manager or directly to human resources at yameena@bgcdovercourt.com. If information is reported to the manager, the manager should forward that information to Human Resources at yameena@bgcdovercourt.com

4.6.3 **Make and Maintain Contact With the Employee on Leave.** The individuals involved in the RTW process will do as follows:

**Human Resources:**

- Maintains regular contact with the employee, with the employee's consent.
- Provides the employee with RTW information.
- Helps resolve any problems with treatment, if asked to by the employee.
- Monitors the employee's progress until employee is fit for work.

**Employee:**

- Gets and follows the appropriate medical treatment.
- Updates Human Resources about their progress.
- Gives the health care provider the RTW information.

**Manager:**

- Ensures work practices are safe for returning employee.
- Assists Human Resources with identifying accommodations.
- Assists Human Resources with analyzing the demands of each job task.

**Health care provider(s):**

- Provide appropriate and effective treatment to the employee.
- Provide required information on the employee's functional abilities, if requested.

4.6.4 **Develop a Return-to-Work Plan.** The employee, Human Resources, and the health care provider (if needed) collaborate to develop a formal RTW plan, which is included in the employee's individual accommodation plan, if applicable. The RTW plan may include the following information:

- if the employee has no residual functional limitations, the employee returns to their regular position with no accommodation required;
- if the employee has temporary functional limitations, the employee returns to a temporarily modified work environment with accommodation, or to an alternative transitional position;
- if the employee has lasting functional limitations, the employee returns to work with permanent accommodations or is permanently reassigned to another position as an accommodation.

4.6.5 **Monitor and Evaluate the Return-to-Work Process.** The employee, manager, and Human Resources monitor and review the RTW process regularly until it has

been completed. If the employee encounters challenges, the RTW plan is modified to overcome these challenges.

#### **4.7 PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT & REDEPLOYMENT**

4.7.1 Dovercourt will take into account the accessibility needs of employees with disabilities when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

#### **4.8 CONTACT FOR QUESTIONS**

4.8.1 Questions regarding this Employment Standards Policy should be referred to: Human Resources, 180 Westmoreland Ave, Toronto, ON M6H 3A2 by telephone at #416-536-4102 or by email to yameena@bgcdovercourt.com

### **5. DEFINITIONS**

5.1 Applicant: means a person applying for paid employment with Dovercourt in Ontario, whether applying for a full-time, part-time, temporary or casual position.

5.2 Barrier. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

5.3 Disability. Disability means: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; (b) a condition of mental impairment or a developmental disability; (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; (d) a mental disorder; or (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Ontario *Workplace Safety and Insurance Act, 1997*.

5.4 Employee. A paid employee of Dovercourt in Ontario, whether engaged on a full-time, part-time, temporary or casual basis, and whether or not the employee is a member of a bargaining unit.