



Policy Title: Accessibility – Employment Standard	Policy # HR P 156	Page 1 of 4
Author: Director, People and Culture	Effective Date: December 2025	
Approved by: Approver	Reviewed: Next Review: December 2027	

POLICY STATEMENT (INCLUDING SCOPE)

Under the AODA, Ontario Regulation 191/11, entitled, Integrated Accessibility Standards Regulation, (the “Integrated Regulation”) came into force July 1, 2011. The regulation establishes accessibility standards for employment.

The Canadian Mental Health Association Waterloo Wellington (CMHA WW) is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and related services as do all prospective employees and employees.

CMHA WW is committed to meeting the accessibility needs of people with disabilities, in a timely manner, in its human resources practices, processes, policies and procedures and employment related services.

The commitments in this policy are intended to ensure that accessibility remains a priority in CMHA WW decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

1.0 INTENDED OUTCOME

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005. This policy applies to the provision of accessible employment services for persons with disabilities.

All employment services provided by CMHA WW will follow the principles of dignity, independence, integration and equal opportunity.

2.0 DEFINITIONS

Staff/Employee/Worker	Used interchangeably and includes employees (full-time, part-time as well as occasional and seasonal). This also includes persons performing work or supplying services without compensation as part of an approved post-secondary program (for e.g., student placement). As well as unpaid secondary school students who are participating in a work experience program, authorized by the school board operating the student’s school.
Disability	For the purposes of this policy ‘disability’ is defined according to the Accessibility for Ontarians with Disabilities Act 2005 as: (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,

	<p>lack of physical co-ordination, 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 HR P 155 – Accessibility Page 2 of 5 (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)</p>
Workplace	Any place a worker is being paid or directed to work from or be near.

3.0 POLICY

3.1 Recruitment, Assessment and Selection Process

When CMHA WW selects job applicants for a job section process, it will make applicants aware that, upon request, they have access to accommodation in relation to materials and processes that will be used for applicant selection and that take into account their accessibility needs due to disability. When CMHA WW makes an offer of employment, it will notify the successful applicant of our policy on accommodating employees with disabilities.

3.2 Support for Employees

Please refer to the HR P 155 Accessibility – Customer Service Standard policy for more information.

3.3 Accessible Formations and Communication Support

Where an employee with a disability so requests, CMHA WW will consult with the employee to provide or arrange for accessible formats and communication supports in relation to information that is generally available to employees in the workplace and that the employee needs to perform their job.

In determining the suitability of an accessible format or communication as required above, CMHA WW will consult with the employee making the request.

3.4 Workplace Emergency Response Information

Where required, CMHA WW will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual’s disability and the physical nature of the workplace and will be created in consultation with the employee.

CMHA WW will review individualized workplace emergency response information:

- When the employee moves to a different location in the Agency;
- When the employee’s overall accommodations needs or plans are reviewed; and
- When the Agency reviews its general emergency response procedures.

3.5 Individual Accommodation Plans

CMHA WW will have a written process in place for the development of documented individual accommodation plans for employees with disabilities.

Information regarding accessible formats and accommodation supports provided will be included in the individual accommodation plans if requested.

Where required, the individual plans will include individualized workplace emergency response information and will identify any other accommodation to be provided.

The Agency will ensure that the individual accommodation plan is provided in a format that takes into account the employee's accessibility needs due to a disability.

3.6 Return-to-Work Process

CMHA WW has developed and implemented return to work processes for employees who are absent from work due to a disability and require disability-related accommodation(s) in order to return to work.

The return to work process will outline the steps CMHA WW will take to facilitate the employee's return to work and shall use documented individual accommodation plans (as described in section 28 of the regulation).

3.7 Performance Management Process and Career Development and Advancement

CMHA WW will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. Individual accommodation plans will be consulted, as required.

3.8 Redeployment

Where CMHA WW has a redeployment process in place, it will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans during the redeployment process.

3.9 Modifications to This or Other Policies

CMHA WW is committed to developing employment policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on applicants, prospective employees and employees with disabilities.

Any employment policy of CMHA WW that does not respect and promote the dignity and independence of applicants, prospective employees and employees with disabilities will be modified or removed.

3.10 Contact Information

Human Resources Department
CMHA Waterloo Wellington
737 Woolwich Street
Guelph, Ontario N1H 3Z2
Email: recruitment@cmhaww.ca
Phone: 519-821-2060
Confidential Fax: 519-821-9865

4.0 REFERENCE DOCUMENTS

- [Accessibility for Ontario with Disabilities Act, 2005](#)

5.0 ASSOCIATED DOCUMENTS

- [HR P 155 Accessibility – Customer Service Standard](#)