



**Human Resources  
Professionals  
Association**

**AODA MULTI-YEAR ACCESSIBILITY PLAN  
HUMAN RESOURCES PROFESSIONALS ASSOCIATION**

**(Updated November 2016 & June 2017)**

**1. Introduction**

The Human Resources Professional Association (“HRPA”) is committed to working towards full compliance with all standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

The Multi-Year Accessibility Plan outlines the policies, achievements and actions that HRPA have put in place to improve opportunities for people with disabilities. The current plan covers a five-year period (2017-2022) to align with our strategic plan.

**2. About the HRPA**

The Human Resources Professionals Association protects the public interest by governing and regulating the professional practice of its more than 24,500 member registrants.

In enhancing its status as a regulatory association, HRPA advances the professionalization of HR and acknowledgment of the profession as a key driver of organizational success by:

- ensuring competent and ethical HR practice,
- creating compelling value propositions for all in HR to become members,
- providing strong and respected designations based on a globally recognized body of knowledge, and
- validation of that capability through rigorous examination and supervision of experience.

**3. Statement of Commitment**

HRPA is committed to treating all people with dignity and independence. We believe in integration and equal opportunity. We are 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 AODA.

HRPA is committed to continue developing, implementing and maintaining policies governing how it will achieve accessibility through meeting the requirements under AODA and its associated regulations, the Customer Service Accessibility Standard and the Integrated Accessibility Standard (“IASR”). To facilitate that commitment, HRPA will establish, maintain and document a multi-year accessibility plan that will be reviewed and updated every three years to identify progress made in addressing barriers. The plan is posted on the HRPA website.

#### **4. Customer Service Accessibility Standard**

The Customer Service Standard, the first standard under AODA was implemented by the HRPA 2011.

HRPA uses reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods or services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- HRPA employees, when communicating with a person with a disability, will do so in a manner that takes into account the person’s disability.

HRPA has been in compliance with the Accessible Customer Service Regulation under AODA since 2011.

The following measures have been implemented by HRPA:

- A member of management, the senior HR representative, has been designated to present and/or revise practices or procedures. A policy review occurs annually.
- The Accessible Customer Service Policy is published on the HRPA website.
- Notice will be provided on the website, email, over the phone or in writing where applicable when a service disruption occurs and will be done quickly as possible if the disruption is unexpected.
- Training on AODA Customer Service has been provided and is given to every person who participates in developing the policy, practices and procedures and this includes every person who deals with the public on behalf of HRPA, i.e. employees, volunteers, management, and consultants.
- AODA Training, including Customer Service, is also part of mandatory onboarding for all new hires in Ontario.
- Completion of training of all employees is tracked and recorded.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way that HRPA provides goods and services to people with disabilities. The feedback process is posted on the HRPA website, and comments can also be made

verbally, by e-mail, or in writing. All feedback will be directed to HRPAs senior HR representative (currently Bob McIndoe) by email and phone.

- All feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Report compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website annually.
- All regulatory-related requests for accommodation and accessibility needs by the public and members will be handled by the Registrar of the HRPAs in accordance with the requirements set forth in AODA and its associated regulations and the Ontario *Human Rights Code*. The Registrar specifically deals with issues pertaining to:
  - i) Regulatory issues involving complaints by the public against members.
  - ii) Ensuring that members who require accommodation or have accessibility needs during regulatory and appeal proceedings are provided with requested accessibility or accommodation needs to the extent possible.
  - iii) Addressing accessibility and accommodation issues for members or prospective members in writing examinations.

The HRPAs has established a comprehensive policy, which can be viewed [here](#) that specifically addresses accessibility and accommodation needs in relation to points (i) to (iii) above.

## **5. Integrated Accessibility Standards Regulation**

### **i) Accessible Emergency Information**

In accordance with section 13 of the Ontario Regulation 191/11, HRPAs has developed emergency and safety procedures to follow in a given emergency situation (fire, bomb threat, earthquake, lockdown etc.) These procedures will be posted on the HRPAs website that complies with Level AA of the World Wide Consortium's Web Content Accessibility Guidelines (WCAG 2.0). For further information regarding HRPAs emergency procedures and policies, please click [here](#).

HRPA recommends that all persons with disabilities or special needs to become familiar with the emergency procedures and policies that are posted on the HRPAs website.

During the onboarding process for new hires, HRPAs informs new hires of the availability of individual emergency response plans that takes into account their disability. Information on how to obtain individual emergency response plans is posted on the HRPAs website, and in local Joint Health and Safety communications posted in a visible location.

HRPA is committed to providing members, employees and the public with a publicly available emergency information, plans or public safety information in an accessible manner upon request. This information is posted on the HRPAs website.

HRPA has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically

possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee providing the assistance.

HRPA has a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. HRPA will continue to review the individualized workplace emergency response plans when necessary, such as when the location of an employee changes.

## **ii) Training**

HRPA will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a manner that best suits the duties and needs of employees, volunteers and other staff members and every person who deals with the public on behalf of HRPA, including third parties i.e. employees, volunteers or management.

HRPA has taken the following steps to ensure employees were provided with the training needed to meet Ontario's accessible laws:

- Developed a process that determines and ensures that correct training is delivered on the requirements of the IASR and the Ontario Human Rights Code.
- Providing educational or training resources or materials in an accessible format that takes into account the accessibility needs of a person with a disability upon request.
- Ensures that all new employees and volunteers all complete AODA training within two weeks of employment.
- Maintains a database of the training, participant's names and dates of completion of training. All employees and volunteers who have received training will be required to sign off that they have received training in accordance with AODA.

## **iii) Information and Communications**

HRPA is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.

To achieve this objective, HRPA has undertaken the following plans to ensure compliance with the IASR standard:

- That HRPA will ensure that essential information is accessible to persons with disabilities.
- A feedback process has been established that is accessible. Alternate formats are also available such as telephone, mail and in-person. These processes have been communicated to the public and are available on our website.
- Our website has been designed to be user friendly for people with a range of needs.
- Training on the AODA Information and Communication Standards has been provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization.

### **Website Information**

In accordance with the IASR, HRPAs can convert existing emergency & public safety information into a format that will allow it to be made available in accessible formats on request and in a timely manner.

HRPA has complied with the IASR requirements and made its website and content compliant to conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

The HRPAs also do the following:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Post a notice on the website and on premises that information is available in a variety of accessible formats.
- Utilize external sources and time-frames for formatting to alternative formats that is not feasible to do in-house i.e. captioning, video-description and conversion to Braille or audio and any other formatting.

#### **iv) Employment Standards**

HRPA is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees, that when requested, HRPAs will accommodate people with disabilities throughout all phases of the employment relationship, which are detailed more fully below.

##### **a. Recruitment**

HRPA is committed to ensuring that our recruitment and assessment processes are fair and accessible. All supervisors and management who are involved in hiring are required to complete AODA and Human Rights training.

HRPA will take the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments.
- When making offers of employment, HRPAs will notify successful applicants of policies for accommodating employees with disabilities.
- All HRPAs job postings will state that accommodations will be available on request for persons with disabilities.
- Inform employees of policies supporting employees with disabilities. This information will be provided to new employees as soon as is practicable after hiring.
- Provide updated information on accommodation policies to employees when they occur.
- Consult with employee to determine suitability of format or support.

## **b. Documented Individual Accommodation Plans**

HRPA is committed to providing documented individual accommodation plans that include the following:

- Participation of the employee requiring the individual accommodation plan.
- Requesting outside medical evaluation, to the extent necessary, to determine if accommodation can be achieved and how.
- Ensuring a high level of privacy is achieved, and that information is only disclosed to individuals as necessary and in order to achieve the accommodation needs of the person with a disability.
- Providing regular review, updates and communications with employee during the accommodation process.
- Providing an employee with information if a request for accommodation is denied.
- Providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- If required, including individualized workplace emergency response information.

## **c. Return to Work**

HRPA is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability or injury.

HRPA has developed and maintains a return to work process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The accommodation process is outlined in the HRPA's Equal Opportunity (Accommodation) Policy which can be viewed [here](#). The process includes steps the HRPA takes to facilitate the return to work process and uses the documented individual accommodation plan.

## **d. Performance Management, Career Development and Redeployment**

HRPA is committed to ensuring the accessibility needs of employees with disability needs are taken into account with regards to performance management, career development and redeployment processes.

HRPA will review the following information and update all relevant accommodation policies to include the following:

- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when using performance management processes.
- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when providing career development and advancement opportunities.

- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when redeploying employees with disabilities.

### **Accessibility Review**

The HRPAs discuss issues of accessibility and monitors compliance with the requirements of AODA by periodic review of policies and practices at Joint Health and Safety meetings, and policy reviews conducted by HRPAs's senior HR representative.

### **Contact Details**

For more information on this accessibility plan, please contact:

Human Resources

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