

POLICY

Section	Personnel	Date Board Approved	February 2024
Policy #	A-9	Revision/Review Date	
Subject	Accessibility		
Department	Facility		
Related Regulations & Policies	Accreditation Employment Standards Act Human Rights Code OH&S WCB CUPE 46 Collective Agreement		

1. Purpose

- a) Cypress View Foundation (CVF) is committed to meeting its current and ongoing obligations under the Alberta Human Rights Act respecting non-discrimination.
- b) CVF is committed to providing a barrier-free environment for our residents, employees, volunteers/students, customers, job applicants, suppliers, visitors, and other stakeholders who enter our premises, and access our information. As an organization, we respect, uphold, and comply with the requirements set forth under the Human Rights Code, Customer Service Standard and Employment standards Act and OH&S Act. CVF is committed to properly assessing and accommodating the needs that may arise in our homes.
- c) CVF realizes that providing accessible and barrier-free environments for everyone is a shared effort. All businesses and services must work together to make accessibility happen. For more detailed information on our accessibility please contact HR and Workflow Manager.

2. Policy Statements

CVF is committed to accommodating employees and Residents with the following:

a) Assistive Devices

- i. CVF the use of personal assistive devices while on CVF's premises.

b) Service Animals and Support Persons.

- i. CVF welcomes the support persons and service animals in its premises for those whose disability requires assistance. CVF welcomes people with disabilities and their service animals.

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- ii. Service animals are allowed on the parts of our premises that are open to the public. Service animals are legally excluded from some parts of the common areas of the premises, CVF will provide alternative measures to enable the person to obtain, use or benefit from the service. If it is not readily apparent that an animal is being used as a service animal for reasons relating to the customer’s disability, CVF may request verification from the customer.
- iii. Verification must include:
 - 1) A letter from a physician, nurse, or a Regulated Health Professional (e.g., chiropractor, audiologist, optometrist) confirming that the person requires the animal for reasons related to the disability.
 - 2) A valid identification card signed by the Attorney General of Canada.
 - 3) A certificate of training from a recognized guide dog school or service animal training school.

The customer that is accompanied by a service animal is always responsible for maintaining care and control of the animal. If a health and safety concern present itself, for example in the form of severe allergy to the animal, CVF will make all reasonable efforts to meet the needs of all individuals.

c) Notice of Temporary Disruption

- i. CVF will ensure to communicate appropriately with those with disabilities. In the event of a planned or unplanned disruption to services of facilities (including fire drill, emergency evacuation, etc.). The communication will be provided in accessible formats and posted in public areas.

3. Employee Services

a) Recruitment, Assessment, and Selection

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- i. CVF must notify employees and the public about the availability of accommodation, including materials or processes, for job applicants who have disabilities. Applicants must be informed that this accommodation is available, upon request, for the interview process and other candidate selection methods. CVF must notify the successful applicant of their policies and support for accommodating people with disabilities.
- ii. If a selected applicant requests an accommodation, CVF will consult 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 his or her disability.

b) Scope of Work/Job Requirements

- i. CVF will make modifications to positions such as removal/reassignment of duties, adjusting schedules and work hours, as well as lessening expectations in regard to attendance and timekeeping. CVF will create an Individual Accessibility Plan with the employee, which will outline the tasks, job functions, accommodations, and strategies, to successfully accommodate actions needed for accommodation and any other applicable information, in order for CVF to ensure the employee's job is accessible. CVF will review the plan with the employee on an ongoing basis to ensure the employee is set up for success.

c) Informing Employees of Supports

- i. CVF will continue to inform its employees of its policies and of any change to its policies, which are used to support employees with disabilities, including policies on the provision of job accommodation that takes into account accessibility needs. This information will be provided to new employees as soon as is practicable after commencing employment and whenever there are new changes to existing policies.

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d) Accessible Formats and Communication Support for Employees.

- i. CVF will consult with an employee with a disability to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job and for information that is generally available to other employees in the workplace. CVF will consult with the employee to determine the suitability of an accessible format or communication support.

e) Training

CVF will provide accessible customer service training to:

- i. All employees and volunteers.
- ii. Anyone involved in developing our policies.
- iii. Anyone who provides goods, or services or facilitates customers on our behalf.
- iv. Staff will be trained on accessible customer service as soon as possible after being hired.

Training will include:

- i. Purpose of the Accessibility plan and the requirements of the customer service standard.
- ii. CVF policies and procedures related to the customer service standard.
- iii. How to interact and communicate with people with various types of disabilities.
- iv. Types of barriers exist for people with disabilities.
- v. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- vi. Designs of public spaces including accessible parking, service in public spaces, and maintenance.
- vii. How to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
- viii. What to do if a person with a disability is having difficulty in accessing CVF goods, services, or facilities.
- ix. Training will be provided as legislation is updated or amended.

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f) Redeployment

- i. CVF will take into account any accommodations and accessibility needs of employees with disabilities will need if they are redeployed or transferred to another job or department, in addition to any individual accommodation plans. CVF will work with the employee to determine whether similar accommodation or new accommodation will be needed or if the employee may no longer need certain accommodations.

g) Procedure

- i. Employees requiring accommodation or assistance for any program, duty, or services are to contact CVF HR and workflow Manager by phone or email (contact provided below).

h) Feedback

- i. CVF always welcomes and requests feedback from all employees, volunteers and residents in regard to the effectiveness of the accessibility initiatives. This can be provided via email, mail, or phone to the CVF HR and workflow Manager.

i) Workplace Emergency Response Information

- i. CVF will provide individualized workplace emergency response information to employees with disabilities and to persons designated by CVF to provide emergency assistance to such employees, where required.
- ii. The individualized workplace emergency response information must be provided, and will be reviewed, as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.
- iii. CVF will review the Individualized workplace emergency response plan when a disabled employee moves to a different location in the organization, their accommodation needs or plans are reviewed, and/or the employer reviews Its general emergency response policies.

j) Documented Individual Accommodation Plan

- i. CVF will maintain a written process for the development of documented individuals,

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- accommodation plans for employees with disabilities
 - ii. CVF will include the following elements in the development of documented individuals' accommodation plans:
 - 1) The way an employee requesting accommodation can participate in the development of the individual accommodation plan.
 - 2) How the employee is assessed on an individual basis.
 - 3) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be provided.
 - 4) The way the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
 - 5) The steps taken to protect the privacy of the employee's personal information.
 - 6) The frequency with which the individual accommodation plan will be reviewed and updated and the way it will be done.
 - 7) An individual accommodation plan is denied, the way the reasons for the denial will be provided to the employee.
 - 8) The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability.
 - iii. If requested, CVF will ensure that individual accommodation plans will:
 - 1) Include any Information regarding accessible formats and communications support provided.
 - 2) If required, include individualized workplace emergency response information, and identify any other accommodation that is to be provided.

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k) Performance Management

- i. CVF Communities considers the accessibility needs of employees with disabilities in addition to individual accommodation plans in regard to ongoing employee performance management.

l) Career Development and Advancement

- i. CVF considers the accessibility needs of employees with disabilities, as well as any Individual accommodation plans in regard to career development and advancement of employees.

m) Contact

If you have any questions or concerns about this policy or its related procedures, please contact:

HR and Workflow Manager

403-525-2194

722 Bassett Cres NW, Medicine Hat, AB – T1A 7W8

info@cypressview.org

n) Modifications to this or other Policies

- i. CVF is dedicated to ensuring all policies and procedures respect the rights and dignity of all individuals with disabilities. This policy and its related procedures will be reviewed as required in the event of legislative changes.

 Board Chair Signature

 Date