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**HUMAN RESOURCES**

**NGI-HRS-005 R0 Integrated Accessibility Standards**

**June 22, 2020**

Safety,  
Quality, & Integrity

  
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## **HUMAN RESOURCES NGI-HRS-005 R0**

### **INTEGRATED ACCESSIBILITY STANDARDS**



## NGI-HRS-005 R0

### INTEGRATED ACCESSIBILITY STANDARDS

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## 1.0 PURPOSE AND SCOPE

This policy is drafted in accordance with the Integrated Accessibility Standards (Ontario Regulation 191/11) and addresses how NDT Group Inc. achieves or will achieve accessibility by meeting the requirements of the regulation. The requirements will be met within the timeframes set in the Regulation, including:

- The establishment, implementation, maintenance, and documentation of a multi-year accessibility plan, which outlines NDT Group Inc.'s strategy to prevent and remove barriers and meet its requirements under this Regulation.
- Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities.
- Training.
- Other specific requirements under the Information and Communication, Employment Transportation Standards, and Public Spaces.

## 2.0 POLICY STATEMENT

NDT Group Inc. is committed and guided by the four principles of dignity, integration, full inclusion, and equal opportunity and supports the needs for persons as set out in the Accessibility for Ontarians with Disabilities Act. NDT Group Inc. shall use every effort to ensure that the needs of people with disabilities are met, in a timely manner, through the implementation of this policy.

## 3.0 DEFINITIONS

- a) Accessible Formats may include, but are not limited to, large print, recorded audio, electronic formats, braille, and other formats used by persons with disabilities.
- b) Accommodation means the special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation with vary depending on the person's unique needs.
- c) Communications means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent, or received.
- d) Disability is:
  - 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 co-ordination, blindness or visual impairment, 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 dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

- d. A mental disorder.
- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.
- e) Information includes data, facts, and knowledge that exists in any format, including text, audio, digital, or images, and that conveys meaning.
- f) Maintenance means activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, example of which include painting and minor repairs.
- g) Off-street parking facilities includes open area parking lots and structures intended for the temporary parking of vehicles by the public, whether or not the pay of a fee is charged and includes visitor parking spaces in parking facilities.
- h) Redeveloped means planned significant alterations to the public spaces, but does not include maintenance activities, environment mitigation, or environmental restoration.
- i) Unconvertible material refers to any information that cannot be converted into accessible formats. For instances, some sectors or organizations might not have easy access to technology that allows them to convert some materials into accessible formats. In other cases, certain information such as that in a textbook might be difficult to convert into accessible formats or conversion ready formats without losing the meaning of the material.
- j) Volunteer may include a person who voluntarily undertakes a task on behalf of NDT Group Inc.

## 4.0 GENERAL PROVISIONS

### 4.1 Multi-Year Accessibility Plan

NDT Group Inc.'s multi-year accessibility plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the Accessibility for Ontarians with Disabilities Act. NDT Group Inc. will report annually on the progress and implementation of the plan, post the information on the website, and will provide it in alternative formats upon request. The plan will be reviewed and updated at least once every five years.

### 4.2 Procuring or Acquiring Goods, Services, or Facilities

NDT Group Inc. will use accessibility criteria and features when procuring or acquiring goods, services, or facilities except where it is not practicable to do so in which case, if required, NDT Group Inc. will provide an explanation, if requested.

### 4.3 Training

NDT Group Inc. will ensure that training is provided to all employees on the requirements of accessibility standards and on the Ontario Human Rights Code as it pertains to persons with disabilities. Training will be provided as soon as practicable following the acquisition of new staff and following any amendments or additions to this policy. A record of training shall be kept.

## 5.0 INFORMATION & COMMUNICATIONS STANDARD

- 5.1 NDT Group Inc. will create, provide, and receive information and communications in ways that are accessible to people with disabilities.
- 5.2 If NDT Group Inc. determines that it is not technically feasible to convert the information or communications or that the technology to convert the information or communications is not readily available, we shall provide the person that requires the information with an explanation as to why the information or communications are unconvertible, and a summary of the unconvertible information or communications.
- 5.3 Emergency Information: If NDT Group Inc. prepares emergency procedures, plans, or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.
- 5.4 Feedback: NDT Group Inc. has processes in place for receiving and responding to feedback and will ensure that those processes are provided in an accessible manner and with communication support, upon request. The public will be notified about the availability of accessibility formats and communication supports.
- 5.5 Accessible Formats and Communication Supports: NDT Group Inc. shall be obligated to provide or arrange for accessible formats and communication supports for persons with disabilities:
- a) Upon requests in a timely manner that considers the person's accessibility needs.
  - b) Costs charged will no more than the regular fees charged to others.
  - c) Consult with the person making the request and determine suitability of an accessible format or communication supports.
  - d) Notify the public about the availability of accessible formats and communication supports.
- 5.6 Website Accessibility: NDT Group Inc. shall make their website and web content conform with the Web Content Accessibility Guidelines (WCAG).

## 6.0 EMPLOYMENT STANDARDS

- 6.1 Recruitment and Retention: NDT Group Inc. shall notify employees and the public about the availability of accommodation for applicants with disabilities:
- a) During the recruitment process when job applicants are individually selected to participate in an assessment or selection process.
  - b) If a selected applicant requests an accommodation, NDT Group Inc. shall consult with the applicant and provide or arrange for accommodations which consider the person's accessibility needs.
  - c) Notify successful applicants of NDT Group Inc. policies for accommodating employees with disabilities.

**6.2 Employee Notification:** NDT Group Inc. shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability for the two situations below:

- a) As required to new employees as soon as practicable after they begin their employment.
- b) Whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability.

**6.3 Accessible Formats:** In addition, and where an employee with a disability requests it, NDT Group Inc. will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a) Information that is needed to perform the employee's job.
- b) Information that is generally available to all employees in the workplace.
- c) In determining the suitability of an accessible format or communication support.

**6.4 Individual Accommodation Plan (IAP):** NDT Group Inc. shall have in place a written process for the development of a documented individual accommodation plan for employees with a disability. Process shall include the twelve points below:

- a) The employee's participation in the develop of the IAP.
- b) Assessment on an individual basis.
- c) Identification of accommodations to be provided.
- d) Timelines for the provision of accommodations.
- e) NDT Group Inc. may request an evaluation by outside medical or other expert, at the company's expense, to assist with determining accommodation and how to achieve accommodation.
- f) Employee may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace not from a bargaining agent.
- g) Steps taken to protect the privacy of the employee's personal information.
- h) Frequency with which the IAP will be reviewed and updated and the way it will be done.
- i) If denied, the reasons for denial are to be provided to the employee.
- j) A format that considers the employee's disability needs.
- k) If requested, any information regarding accessible formats and communication supports provided.
- l) Identification of any other accommodation that is to be provided.

**6.5 Return to Work:** NDT Group Inc. will have in place a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodation to return to work. Such processes must be documented and must outline the steps that NDT Group Inc. will take to facilitate the return to work and include an individual accommodation plan.

**6.6 Career Development and Advancement:** NDT Group Inc. will consider the accessibility needs and/or individual accommodation plans of employees when:

- a) Using performance management processes.
- b) Providing career development and advancement information.
- c) Using redeployment procedures.

**6.7 Workplace Emergency Response Information:** NDT Group Inc. shall provide individualized workplace emergency response information to employees who have a disability for the four points below:

- a) If the disability is such that the individualized information is necessary, and NDT Group Inc. is aware of the need for accommodation due to the employee's disability.
- b) If the employee who receives individual workplace emergency response information requires assistance and with the employee's consent, NDT Group Inc. shall provide the workplace emergency information to the person designated by the company to aid the employee.
- c) As soon as practicable after becoming aware of the need for accommodation due to the employee's disability.
- d) Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when NDT Group Inc. reviews its general emergency response policies.

## **7.0 TRANSPORTATION STANDARD**

**7.1** The Transportation Standard will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians, and families travelling with children in strollers. NDT Group Inc. is not affected by the transportation Standard but will inform staff of the positive steps being made towards better accessible transit when providing staff training.

## **8.0 REGULATORY REQUIREMENTS**

**8.1** An Administrative Monetary Penalties scheme is being established under the Accessibility for Ontarians with Disabilities Act (AODA). The scheme will allow a director or designate to issue an order against a person, organization, or corporation to pay a penalty amount because of non-compliance with the AODA or the accessibility standards. The largest penalty amount that can be issued to an individual or organization that is not a corporation is \$50,000.

**8.2** Use of administrative monetary penalties will be considered an avenue of last resort when all other compliance assistance and improvement options have been exhausted.

**8.3** Individuals who feel their human rights have not been met would continue to complain to the Ontario Human Rights Commission.