

Ontario Chamber of Commerce

AODA ACCESSIBILITY PLAN: 2021-2026

made pursuant to the provisions of the **Accessibility for Ontarians with Disabilities Act, 2005**, S.O. 2005, c. 11 (hereinafter the AODA”).

The Ontario Chamber of Commerce (hereinafter collectively referred to as “OCC”) has developed the following AODA Accessibility Plan: 2021-2026 (the “Plan”) in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11 (the “AODA”), Ontario Regulation 191/11 (the “Integrated Accessibility Standard”).

1. Commitment to Accessibility

The Ontario Chamber of Commerce believes that accessibility enables people to achieve their full potential. Ensuring that our offices and services are accessible is part of our values and an important part of providing excellent service to our network and partners.

2. Purpose

This Plan is intended to outline the OCC’s strategy to prevent and remove barriers and meet our requirements under the Integrated Accessibility Standard. This Plan shall be available on OCC’s website and shall be provided in an accessible format upon request.

3. Consultation

The OCC has established this Plan in consultation with persons with disabilities and the Senior Management Team. At least once every five (5) years, the OCC shall review and update this Plan in consultation with persons with disabilities and the OCC Accessibility Committee (established in 2021).

4. Accessibility Committee

An Accessibility Committee was established in February 2021 to coordinate the implementation of the Plan, to develop the OCC’s policies and procedures as required under the AODA, and to work with Senior Management to ensure compliance with the AODA.

The Accessibility Committee is comprised of a number of employees, including but not limited to: the IT Manager, at least one Senior Management Team member, one member of the Public Affairs team, and a representative from the SME Programs Team. The Accessibility Committee includes employees with a disability.

5. Effective Date

The Plan shall be effective on March 1, 2021, and shall be reviewed on or before December 31, 2025.

6. Customer Service Standard

Action 1: Review and update AODA Customer Service Standard Policy as required. This is the responsibility of the Accessibility Committee. It has been completed annually from 2021 – 2024.

Action 2: Review assistive devices the OCC has at the office to serve persons with disabilities and provide recommendations to Partnership if additional assistive devices are needed. This is the responsibility of the Accessibility Committee. As of 2021 standing accommodations that are offered to all employees are sit/stand desks, and noise cancelling headsets. An annual review has completed from 2021 – 2024.

Action 3: Provide customer service training for all employees and volunteers. This is the responsibility of a Programs team representative. Since 2021 through to 2024, the OCC has provided bi-annual customer service and AODA training to existing staff, and new staff. The participants' names are tracked to ensure that all employees receive training.

Action 4: Review customer service feedback and provide responses in-person or by email. This is the responsibility of the Senior Manager, Accessibility Committee. This has been completed annually from 2021 through to, and inclusive of 2024.

Action 5: File an Accessibility Report every three years. This is the responsibility of Public Affairs. The OCC filed reports in 2021 and 2023.

7. Integrated Accessibility Standard

Action 1: Establish policies and procedures as required under the Integrated Accessibility Standard. This was completed in 2021 and has been reviewed in 2022 – 2024. This is the responsibility of the Accessibility Committee.

Action 2: Review and update Integrated Accessibility Standard Policy as required. This was completed in 2021 and has been reviewed in 2022 – 2024. This is the responsibility of the Accessibility Committee.

Action 3: Establish a multi-year accessibility plan. This was completed in 2021 and has been reviewed in 2022 – 2024. The next report is due in 2025. This is the responsibility of the Accessibility Committee.

Action 4: Post the multi-year accessibility plan on the website and provide the plan in an accessible format on request. This was completed in 2023 and has been updated for 2024. This is the responsibility of the IT Manager.

Action 5: Review and update a multi-year accessibility plan at least every five years. The plan was created in 2021 and the most recent review and update was 2024. This is the responsibility of the Accessibility Committee.

Action 6: Provide training to all employees on the requirements of the Integrated Accessibility Standard, the IAS Policy and the *Human Rights Code* as it relates to people with disabilities. This is the responsibility of a Programs team representative. This has been done every from 2021 through to, and inclusive of, 2024.

Information and Communication

Action 1: Review feedback from internal employees. This is the responsibility of each department head. This has been done every from 2021 through to, and inclusive of, 2024.

Action 2: Notify the public about the availability of accessible formats and communication supports. This is the responsibility of the Public Affairs team. This has been done in written communications, in person and via telephone. This has been done every from 2021 through to, and inclusive of, 2024.

Action 3: Provide or arrange for the provision of accessible formats and communications supports. This is the responsibility of the department lead. This has been done every from 2021 through to, and inclusive of, 2024.

Action 4: Training of employees on the creation of accessible documents. This is the responsibility of a Programs team representative. This has been done every from 2021 through to, and inclusive of, 2024.

Action 5: Upon request, provide emergency information available to the public in an accessible format or with appropriate communication supports, as soon as practicable. Consult with the person making the request to determine the suitability of the accessible format or communication support. This is the responsibility of the Public Affairs team. This has been done every from 2021 through to, and inclusive of, 2024.

Action 6: Ensure all documents posted on the website from January 1, 2012 are made accessible by January 1, 2014. This is the responsibility of the IT Manager and the Public Affairs VP. Documents, upon request, have been made accessible from 2021, through to and inclusive of 2024.

Action 7: Ensure all websites and web content conforms with WCAG 2.0 Level AA. Ongoing changes to the website necessitated a new WCAG audit in 2023 and at that time the OCC's website was deemed compliant. We are currently instituting a new audit for 2024 and this is in process. This is the responsibility of the IT Manager and the Public Affairs VP.

Public Spaces

Action 1: Determine which public spaces are regulated by the Integrated Accessibility Standard. This is the responsibility of the Accessibility Committee. This has been done every from 2021 through to, and inclusive of, 2024.

Action 2: File Accessibility report every three years. This is the responsibility of the Accessibility Committee. This was completed in 2021, 2023 and the Ontario Chamber of Commerce is completing an audit for 2024.

Employment

Action 1: Review policies and practices with respect to recruitment, interviewing and hiring and interviewing This is the responsibility of the Accessibility Committee. This has been done every from 2021 through to, and inclusive of, 2024. During this period the Ontario Chamber of Commerce has hired multiple individuals with a disability.

Action 2: Notify all selected candidates that accommodations are available upon request. This is the responsibility of each department head. This has been done every from 2021 through to, and inclusive of, 2024.

Action 3: Consult with selected applicants and provide or arrange for the provision or a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability, This is the responsibility of each department head. This has been done every from 2021 through to, and inclusive of, 2024.

Action 4: Notify successful applicants about policies for accommodating employees with disabilities. This is the responsibility of each department head. This has been done every from 2021 through to, and inclusive of, 2024.

Action 5: Advise new employees of OCC policies used to support employees with disabilities. This is the responsibility of each department head. This has been done every from 2021 through to, and inclusive of, 2024.

Action 6: Provide updated information to employees whenever there is a change to OCC policies on the provision of job accommodations. This is the responsibility of the Accessibility Committee. This has been done every from 2021 through to, and inclusive of, 2024.

Action 7: Upon request, provide or arrange for the provision of accessible formats and communication supports to employees. This is the responsibility of each department head. This has been done every from 2021 through to, and inclusive of, 2024.

Action 8: Establish a written process for the provision of workplace emergency response information to employees with disabilities who require them. This is the responsibility of the Accessibility Committee. This has been done every from 2021 through to, and inclusive of, 2024

Action 9: Establish a written process for the development of documented individual accommodation plans for employees with disabilities. This is the responsibility of the Accessibility Committee. This was completed in 2021 and has been reviewed annually from 2022 through to, and inclusive of, 2024.

Action 10: Establish written return to work process for its employees who have been absent from work due to a disability and require disability-related accommodation to return to work. This is the responsibility of the Accessibility Committee. This was completed in 2021 and has been reviewed annually from 2022 through to, and inclusive of, 2024.

Action 11: Review policies and practices with respect to performance management, career development and advancement, and redeployment. This is the responsibility of the Accessibility Committee. This was completed in 2021 and has been reviewed annually from 2022 through to, and inclusive of, 2024.

8. Additional Obligations

The OCC recognizes that the AODA does not replace or supersede the *Human Rights Code*, R.S.O. 1990, c. H.19, or other laws relating to the accommodation of persons with disabilities.

9. Enquiries

Any enquiries related to this IAS Policy and any feedback should be directed to:

Name: Louie Di Palma

Phone Number: 905-301-3047

Email: louiedipalma@occ.ca

Address: 22105-180 Dundas Street West, Toronto, ON M5G 1Z8

Ontario Chamber of Commerce: Accessible Customer Service Plan

Providing Services to People with Disabilities

Our Commitment

The [Accessibility Standards for Customer Service, Ontario Regulation 429/07](#) (also referred to as the accessible customer service regulation or the “customer service standard”), came into force on January 1, 2008. It is the first accessibility standard created under the authority of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). Most organizations in Ontario are required to be compliant with the regulation by January 1, 2012.

Whenever new or revised standards are developed under the AODA, this policy will be reviewed and updated as necessary to ensure it is consistent with the revised requirements.

The Ontario Chamber of Commerce (OCC) is committed to excellence in serving all partners, visitors, and individuals including people with disabilities. In fulfilling our mission, the OCC strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to ensuring that customers with disabilities receive accessible services with the same quality and timeliness as others.

We will serve people with disabilities and carry out our functions and responsibilities in the following areas:

Training for staff

The Ontario Chamber of Commerce will provide training on customer service as appropriate to all employees who provide OCC services and/or are responsible for developing customer service policies, procedures and practices. New staff or staff undertaking new duties that involve public or other third party interaction will receive training as part of the OCC’s orientation package.

Customer service training will include the following:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005*, the requirements of the customer service standard and the policies, practices and procedures relating to the provision of services to persons with disabilities.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing our services.

Staff will also be trained when changes are made to the customer service policies, procedures and practices. Organizations providing services on the OCC’s behalf will undertake training as outlined above.

Assistive devices

The OCC will strive to serve persons with disabilities that use assistive devices to access our services. Staff will be provided with information regarding various assistive devices that may be used by people with disabilities while visiting our office and during virtual meetings (i.e., closed captions).

Communication

Staff will communicate with people with disabilities in ways that take into account their disability. Do not make assumptions about any individual or the way in which their disability ought to be treated. Use phrases such as “How can I help you?” in order to fully understand each unique need. Interact with individuals on a case to case basis in order to allow for comfort and ease.

Offer to communicate with individuals in a way that facilitates their needs. For example, it may be necessary to print documents in a larger font, read small or unclear print to a client or use other forms of communication such as e-mail or hand writing.

Service animals

The OCC welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public or other third parties unless they are prohibited by law. Should a service animal be excluded from the premises by law, then alternative arrangements should be made to allow the individual to access OCC services.

When interacting with a service animal do not touch, pet, or stare the service animal in the eye or otherwise distract a person’s service animal. These animals have been trained to service their owner and you should not distract the animal’s focus away from its owner and the owner’s commands. Service animals come in various shapes and sizes according to a person’s needs. If unsure, you may ask for a note from a medical practitioner to verify that the animal is in fact a service animal; and this shall be done in a respectful fashion.

Support persons

A person with a disability who is accompanied by a support person will be allowed to access OCC premises that are open to the public or other third parties with the support person. If a person comes in with a support person, staff will address the person with the disability first, and not assume that this person is incapable of communicating. Staff will not make any assumptions regarding an individual's capabilities or challenges without seeking proper information.

Unless otherwise noted, admission will be charged for support persons to attend OCC events. However, special consideration may be given if the OCC event team is contacted in advance of the event. The policy with respect to support person admission will be posted on the OCC website.

Notice of temporary disruption

The OCC will in the event of a planned or unexpected disruption to services or facilities provide notice for customers with disabilities. The notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services (if available).

The notice will be placed at the front desk of the OCC office and attached to the entrance door leading to the office. Depending on the duration of the disruption notice will also be provided on our website and telephone messages.

Feedback process

The intent of this policy is to meet service delivery standards when serving persons with a disability. The OCC welcomes comments regarding how we are meeting our requirements under the Standard. Customers who wish to provide feedback on the way the OCC provides services to people with disabilities can make a suggestion or comment regarding their experience in person, by telephone, in writing or by email. If these methods are not suitable another method may be suggested by the client. During the feedback process privacy shall be respected. Where possible, feedback should be provided immediately. Some complaints may take longer to address. Acknowledgment of a complaint or request for feedback will occur within 3 business days of receiving the complaint. Normally, requests/complaints will receive a response within 15 business days. If this is not possible, an interim response will be sent indicating the time frame for the response. Complaints will be addressed according to our organization's regular complaint management procedures. All feedback is welcomed and will be taken seriously. As a membership driven organization it is very important that staff listen to the needs of our members and OCC visitors. Feedback/response will endeavor to be in a format that is accessible to the complainant (eg. in person, by telephone, in writing, by email).

The feedback process shall be posted on the OCC's website and at the front counter.

Modifications to this or other policies

The OCC is committed to developing customer service 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 people with disabilities. Any policy of the OCC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

If anyone has any questions about the policy, or if the purpose of the policy is not understood, please contact:

Louie DiPalma
Director, SME Programs
Ontario Chamber of Commerce
(416) 482-5222 ext. 2270
louiedipalma@occ.on.ca

Ontario Chamber of Commerce

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4. Accessibility Committee

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The Accessibility Committee is comprised of a number of employees, including but not limited to: the IT Manager, at least one Senior Management Team member, one member of the Public Affairs team, and a representative from the SME Programs Team. The Accessibility Committee includes employees with a disability.

5. Effective Date

The Plan shall be effective on March 1, 2021, and shall be reviewed on or before December 31, 2025.

6. Customer Service Standard

Action	Timeline						Area of Responsibility
	2021	2022	2023	2024	2025	2026	
Review and update AODA Customer Service Standard Policy as required	x	x	x	x			Accessibility Committee
Review assistive devices the OCC has at the office to serve persons with disabilities and provide recommendations to Partnership if additional assistive devices needed.	x (sit/stand desks, noise cancelling headsets, carrying cases)	x	x	x			Accessibility Committee
Provide customer service training for all employees and volunteers	x (see OCC completed Accessible Customer Service Training)	x (see OCC completed Accessible Customer Service Training)	x (see OCC completed Accessible Customer Service Training)	x (see OCC completed Accessible Customer Service Training)			Programs team representative
Review customer service feedback and provide responses in-person or by email	x	x	x	x			Senior Manager, Accessibility Committee
File Accessibility Report every three years	x	n/a	x	n/a			Public Affairs

7. Integrated Accessibility Standard

Action	Timeline						Area of Responsibility
	2021	2022	2023	2024	2025	2026	
Establish policies and procedures as required under the Integrated Accessibility Standard	x	Done 2021	Done 2021	Done 2021			Accessibility Committee
Review and update Integrated Accessibility Standard Policy as required	x	x	x	x			Accessibility Committee
Establish a multi-year accessibility plan	x	Done 2021	Done 2021	Done 2021			Accessibility Committee
Post the multi-year accessibility plan on the website and provide the plan in accessible format on request	-	-	x	x			IT Manager
Review and update a multi-year accessibility plan at least every five years	x	-	-	x			Accessibility Committee
Provide training to all employees on the requirements of the Integrated Accessibility Standard, the IAS Policy and the <i>Human Rights Code</i> as it relates to people with disabilities	x	x	x	x			Programs team representative

Information & Communication						
Review feedback from internal employees	x	x	x	x		By department
Notify the public about the availability of accessible formats and communication supports	x (in person and via email or phone)	x (in person and via email or phone)	x (in person and via email or phone and on website)	x (in person and via email or phone and on website)		Public Affairs
Provide or arrange for the provision of accessible formats and communications supports	x	x	x	x		By department
Training of employees on the use of accessible documents	x	x	x	x		Programs team representative
Upon request, provide emergency information available to the public in an accessible format or with appropriate communication supports, as soon as practicable. Consult with the person making the request to determine the suitability of the accessible format or communication support	x	x	x	x		Public Affairs
Ensure all documents posted on the website from January 1, 2012 are made accessible by January 1, 2014	Upon request/ In process	Upon request/ In process	Upon request/ In process	Upon request		IT Manager and Public Affairs (timeline)
Ensure all websites and web content conforms with WCAG 2.0 Level AA. Ongoing changes to the website, have necessitated a new WCAG audit in 2023 and it is in the process of being made compliant.	x	x	Audit in 2023	New audit in process – ongoing work to ensue remains accessible		IT Manager and Public Affairs (timeline)

Action	Timeline						Area of Responsibility
	2021	2022	2023	2024	2025	2026	
Public Spaces							
Determine which public spaces are regulated by the Integrated Accessibility Standard	x	x	x	x			Accessibility Committee
File Accessibility report every three years	x	n/a	x	n/a			Accessibility Committee

Action	Timeline						Area of Responsibility
	2021	2022	2023	2024	2025	2026	
Employment							
Review policies and practices with respect to recruitment, interviewing and hiring and interviewing	x	x	x	x			Accessibility Committee
Notify all selected applicants that accommodations are available upon request	x	x	x	x			By department head
Consult with selected applicants and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability	x	x	x	x			By department head
Notify successful applicants about policies for accommodating employees with disabilities	x	x	x	x			By department head
Advise new employees of OCC policies used to support its employees with disabilities	x	x	x	x			By department head
Provide updated information to employees whenever there is a change to OCC policies on the provision of job accommodations	x	x	x	x			Accessibility Committee
Upon request, provide or arrange for the provision of accessible formats and communication supports to employees	x	x	x	x			By department head
Establish a written process for the provision of workplace emergency response information to employees with disabilities who require them	x	Done 2021	Done 2021	x			Accessibility Committee
Establish a written process for the development of documented individual accommodation plans for employees with disabilities	x	Done 2021	Done 2021	x			Accessibility Committee

Establish written return to work process for its employees who have been absent from work due to a disability and require disability-related accommodation to return to work	x	Done 2021	Done 2021	x			Accessibility Committee
Review policies and practices with respect to performance management, career development and advancement, and redeployment	x	x	x	x			Accessibility Committee

8. Additional Obligations

The OCC recognizes that the AODA does not replace or supersede the *Human Rights Code*, R.S.O. 1990, c. H.19, or other laws relating to the accommodation of persons with disabilities.

9. Enquiries

Any enquiries related to this IAS Policy and any feedback should be directed to:

Name: Louie Di Palma

Phone Number: 905-301-3047

Email: louiedipalma@occ.ca

Address: 22105-180 Dundas Street West, Toronto, ON M5G 1Z8

Recipient Full Name
Address Line 1
Address Line 3

Re: Name of position

Dear Insert Name,

Congratulations! We are pleased to confirm that you have been selected to work as a [name of position] at the Ontario Chamber of Commerce (the OCC). Your title is [title of position] and you will report to [manager's name and title].

In the role of [title of position], you will be expected to carry out the duties and responsibilities described in the enclosed job description, which is updated periodically. We are offering you a base salary of [salary amount], which will be subject to deductions for taxes and other withholdings as required by law or the policies of the company.

The current standard company health, life, disability, vision, and dental insurance coverages are offered with this agreement per company policy. Your eligibility for other benefits and bonus potential will take place per company policy. As an employee of the OCC, you are eligible to accrue vacation time at [##] hours per pay period. This is equivalent to [##] weeks on an annual basis.

We would like you to start your employment on [start date of employment]. Please report to [insert name] , where you will begin your onboarding process at [time].

****Please note:** The Ontario Chamber of Commerce has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please contact [company representative's name and title] at [telephone number] or by e-mail at [e-mail address] so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.

Please sign the enclosed copy of this letter and return it to me by [deadline date] to indicate your acceptance of this offer. This employment offer is in effect for five business days.

We are confident you will be able to make a significant contribution to the success of the OCC and look forward to working with you.

Sincerely,

[Name of person authorized to make job offer]
[Position], [company's name]

I accept the offer as outlined above.

Candidate's name

Candidate's signature

Date

Sincerely,

INSERT SIGNATURE

Full Name
Title
Organization/ Company

OCC Accessible Interviewing Checklist

The OCC Accessibility Committee has developed these guidelines to support the process of hiring the best and most diverse workforce possible. Please contact your Department Supervisor if you have any questions or suggestions about the process. In keeping with the principles of our Recruitment and Selection policy, it is important that the designated staff person follow the basic format and intention of the following script when extending the invitation to interview.

1. Thank the candidates for their application, let them know who is calling and which position they are calling about. Ask them if they are still interested in participating in an interview.
 2. Let the candidates know what they can expect from the interview (e.g., duration or style of interview). Candidates will be asked a series of questions and the interviewer will take notes on the answers. The applicant will have an opportunity to ask questions. Let them know that they can gain some valuable information about OCC from the organization's website, to prepare for the interview.
 3. Ask all candidates if they require any accommodation for the interview. If an interviewee says yes, then ask which kind of accommodation is required. If you do not have enough information on hand to proceed, make note of the request and commit to getting back to the candidate to confirm the specifics of the interview time and location. Contact your Department Supervisor or the OCC Accessibility Committee for support in meeting the request, if required.
 4. Arrange the meeting time and location (unless accessibility information is pending).
 5. Ensure that the candidates know how to get to the interview room and, if appropriate, suggest that someone can meet them at a specified location (e.g., reception or front lobby).
 6. Thank the candidates and ask them if they have any questions. Provide contact information in case they have any questions before the interview. Direct the candidates, if required, to OCC's website. Provide a map of all wheelchair and scooter accessible entrances, parking, washrooms, and meeting rooms.
- Location of the interview**—Can an applicant with a disability access your facilities? If not, consider having the interview at an alternative location.

Checklist	Yes	No	N/A
Accommodations			
Job postings states that accommodations are available upon request.			
Ask candidates if they require an accommodation for the interview.			
Arrange for suitable accommodations.			
Access to location and transportation			
The site is easily accessed by public transportation.			
There are designated accessible parking spaces.			
Accessible parking has curb cuts to the sidewalk or building entrance.			

OCC Accessible Interviewing Checklist

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 3. Ask all candidates if they require any accommodation for the interview. If an interviewee says yes, then ask which kind of accommodation is required. If you do not have enough information on hand to proceed, make note of the request and commit to getting back to the candidate to confirm the specifics of the interview time and location. Contact your Department Supervisor or the OCC Accessibility Committee for support in meeting the request, if required.
 4. Arrange the meeting time and location (unless accessibility information is pending).
 5. Ensure that the candidates know how to get to the interview room and, if appropriate, suggest that someone can meet them at a specified location (e.g., reception or front lobby).
 6. Thank the candidates and ask them if they have any questions. Provide contact information in case they have any questions before the interview. Direct the candidates, if required, to OCC's website. Provide a map of all wheelchair and scooter accessible entrances, parking, washrooms, and meeting rooms.
- Location of the interview**—Can an applicant with a disability access your facilities? If not, consider having the interview at an alternative location.

Checklist	Yes	No	N/A
Accommodations			
Job postings states that accommodations are available upon request.			
Ask candidates if they require an accommodation for the interview.			
Arrange for suitable accommodations.			
Access to location and transportation			
The site is easily accessed by public transportation.			
There are designated accessible parking spaces.			
Accessible parking has curb cuts to the sidewalk or building entrance.			

Signage			
Main entrance to the building is easy to find (signage includes the international symbol of accessibility and notes direction). If the main entrance is not accessible			
Exterior signage is in good order (e.g. nothing obscures the signage, words are not faded, or in good working order if electric).			
Building Entry			
The buzzer, entry-phone system or intercom is in good working order.			
Elevators and stairwells are in good working order.			
The entryway has an installed ramp or accessible entrance. Ramps and staircases meet all building code and legal standards .			
Reception area			
The space between the entrance and reception desk is clear of obstacles.			
People on either side of the reception desk can view each other (and the desk is not too high for people at a lower viewing angle).			
Desks / counters enable wheelchair users to get close enough to complete paperwork, or clipboards are available for people with mobility aids to use to.			
The reception area is well lit, to enable people with hearing impairments to lip read and people with visual impairments to navigate more easily.			
Reception seating area is tidy and free from obstructions.			
Fire Safety and Emergency information is provided in print format and is available in alternative formats if requested.			

- Format of the skills assessment tests**—Are your assessment tests accessible to an applicant with a disability? Do the tests allow a candidate to demonstrate her knowledge and skills?
- Room set-up for in-person interviews**—Is your interviewing room set up in an accessible fashion?

Interview space			
The space to the interview area is clear of obstacles and wide enough to accommodate a mobility device.			
People on either side of the interview can view each other.			
Tables / interview space enable wheelchair users to get close enough to complete paperwork, or clipboards are available.			
The interview area is well lit, to enable people with hearing impairments to lip read and people with visual impairments to navigate more easily.			
The interview area is quiet.			

There is an accessible washroom available.			
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- Interviewing timelines**—Can an individual with a disability perform, in the interview, within the timelines expected?

Timelines			
Accommodations are offered for time assessments.			
Provide breaks for longer interviews (every 45 minutes).			
Provide a list of questions upon arriving at the interview, to assist in alleviating stress.			

- Support**—Can an individual with a disability bring a support person to an interview?
- Paperwork**—Can the individual fill out any paperwork that is required? Consider having a staff member available to assist the applicant in filling out any required forms.

The Ontario Chamber of Commerce Identification of Potential Barriers During an Emergency Response

INSTRUCTIONS

The employee with a disability completes this worksheet with their manager to help identify threats to the employee's safety that could arise in an emergency situation. The worksheet is also used to provide suggestions on how to overcome the identified threats.

The information collected is confidential and will be shared only with the employee's consent. He/she/they does not have to provide details of his medical condition or disability—only about the type of help he may need in an emergency.

Date: _____

EMPLOYEE INFORMATION

Name: _____

Department: _____

Telephone: _____ Mobile phone: _____

E-mail: _____

EMERGENCY CONTACT INFORMATION

Name: _____

Telephone: _____ Mobile phone: _____

E-mail: _____

Relationship: _____

Workplace Location

1. Where do you work?

Address: _____

Floor: _____

OCC Accommodation Process

The Ontario Chamber of Commerce (OCC) provides accommodations for people with disabilities. When an employee with a disability requests an accommodation, the following process will be followed.

Step 1. Recognize the Need for Accommodation

The need for accommodation can be:

- requested by the employee / job candidate through his/her/their supervisor; or
- identified by the employee's manager or supervisor.

Step 2. Gather Relevant Information and Assess Needs

The employee is an active participant in this step:

- The OCC 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.
- The manager may ask for a functional capacity assessment at the company's expense.
- The employee and her manager evaluate potential options to find the most appropriate measure.
- An external expert may be involved, at the company's expense.

Step 3. 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:

- accessible formats and communication supports, if requested;
- workplace emergency response information, if required;
- any other accommodation that is to be provided.

The accommodation plan is provided to the employee in a format that takes into account his/her/their accessibility needs due to disability:

- The employee's personal information is protected at all times.
- If an individual accommodation is denied, the manager provides the employee with the reason for the denial, in an accessible format.

Step 4. Implement, Monitor, and Review the Accommodation Plan

The employee and their manager monitor the accommodation to ensure that it is effective:

- Formal reviews are conducted one month after implementation and then once a year after.
- The accommodation plan is reviewed if the employee's work location or position changes.
- The accommodation is reviewed if the nature of the employee's disability changes.

If the accommodation is no longer appropriate, the employee and the manager work together to gather relevant information and reassess the employee's needs in order for the employer to find the best accommodation measure (Step 2).

Potential Emergency Response Barriers

3. Can you read/access our emergency information?

- Yes
- No

If not, what would make this information accessible to you? (Use additional sheets as necessary.)

4. Can you see or hear the fire/security alarm signal?

- Yes
- No
- I don't know

If not, what would help you to know the alarm was flashing or ringing? (Use additional sheets as necessary.)

5. Can you activate the fire/security alarm system?

- Yes
- No
- I don't know

If not, what would help you to sound the alarm? (Use additional sheets as necessary.)

6. Can you talk to emergency staff?

- Yes
- No

If not, what would help you to communicate with them? (Use additional sheets as necessary.)

7. Can you use the emergency exits?

- Yes
- No
- I don't know

If not, what would help you to exit the building? (Use additional sheets as necessary.)

8. If you use a mobility device, does it fit in the emergency waiting area?

- Yes
- No
- I don't know

If not, what would help it fit, or is there a better location? (Use additional sheets as necessary.)

9. Could you find the exit if it were smoky or dark?

- Yes
- No
- I don't know

If not, what would help you to find the exit? (Use additional sheets as necessary.)

10. Can you exit the building by yourself?

- Yes
- No
- I don't know

If not, what would help you to exit? (Use additional sheets as necessary.)

11. If necessary, can you get to an emergency evacuation chair by yourself?

- Yes
- No
- I don't know
- Not applicable

If not, what help do you need? (Use additional sheets as necessary.)

12. Would you be able to evacuate during a stressful and crowded situation?

- Yes
- No
- I don't know

If not, what would help you to evacuate? (Use additional sheets as necessary.)

13. If you need help to evacuate, what instructions do people need to help you? (Use additional sheets as necessary.)

14. If you need other accommodations in an emergency, please list them here. (Use additional sheets as necessary.)

The Ontario Chamber of Commerce Individualized Employee Emergency Response Information Form

Use the information collected in the emergency response worksheet to create an individualized workplace emergency response for each employee with a disability. Modify this form if an employee needs different types of accommodations for different types of emergencies.

All information in this document is confidential and will be shared only with the employee's consent.

EMPLOYEE INFORMATION

Name: _____

Department: _____

Telephone: _____ Mobile phone: _____ E-mail: _____

EMERGENCY CONTACT INFORMATION

Name: _____

Telephone: _____ Mobile phone: _____ E-mail: _____

Relationship: _____

WORK LOCATION

Address: _____

Floor: _____ Room name/number: _____

EMERGENCY ALERTS

[Name of employee] will be informed of an emergency situation by:

- Existing alarm system
- Pager device
- Visual alarm system
- Co-worker
- Other (specify): _____

ASSISTANCE METHODS

List types of assistance (e.g., staff assistance or transfer instructions).

EQUIPMENT REQUIRED

List any devices required, where they are stored, and how to use them.

EVACUATION ROUTE AND PROCEDURE

Provide a step-by-step description, beginning from the first sign of an emergency.

ALTERNATIVE EVACUATION ROUTE

EMERGENCY SUPPORT STAFF

The following people have been designated to help [name of employee] in an emergency.

Name	Location and/or contact information	Type of assistance

CONSENT TO SHARE EMERGENCY RESPONSE INFORMATION

I [name of employee] give consent for [name of organization] to share this individualized workplace emergency response information with the individuals listed above, who have been designated to help me in an emergency.

Employee's name

Employee's signature

Date

Form completed by [manager's name]

Next review date

OCC Individual Accommodation Plan

Employee's name: _____ Date: _____

Employee's title/department: _____ Manager: _____

Limitations	Job-related tasks/activities affected by limitations	Is this an essential job requirement?

Sources of expert input into the individual accommodation plan (e.g., human resources manager, family doctor, specialists):

Accommodation measures are to be implemented from [start date] to [end date].

If no end date is expected, the next review of this accommodation plan will occur on [review date].

Accommodation measure(s) should be reviewed bi-annually, at a minimum.

Description of Accommodation Measure(s)

Which job requirements and related tasks require accommodation?	What are the objectives of the accommodation (i.e., what must the accommodation do to be successful)?	What accommodation strategies/tools have been selected to facilitate this task/activity?

Roles and Responsibilities

Outstanding actions to implement accommodation	Assigned to	Due date

Employee's signature

Manager's signature

The Ontario Chamber of Commerce Return to Work Plan

Employee's name: _____

Start date: _____ End date: _____

Job title: _____ Annual salary: _____

Goal of RTW process: _____

	Functional limitations	Workdays per week	Work hours per day	Job tasks	Accommodation	Safety considerations
Week 1						
Week 2						
Week 3						
Week 4						

Does the RTW plan involve a temporary assignment to a different position?

Yes (Please answer the questions below) No

What is the new position? _____

What is the length of assignment (if known)? _____

What training is required? _____

What safety precautions are being taken during training? _____

Employee's signature

Manager's signature

Date

The Ontario Chamber of Commerce Return to Work Process

At the Ontario Chamber of Commerce, 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. Therefore, senior management have put in place the following RTW process to facilitate an employee's safe and timely return to work.

STEP 1: INITIATE THE RETURN TO WORK PROCESS

- The employee reports their need for a disability leave to their supervisor
- [Supervisor name], [phone], [e-mail])

STEP 2: MAKE AND MAINTAIN CONTACT WITH THE EMPLOYEE ON LEAVE

Supervisor:

- Maintains regular contact with the employee, with the employee's consent
- Provides the employee with RTW information

Employee:

- Gets and follows the appropriate medical treatment
- Updates the supervisor about progress
- If additional information is required, shares RTW information with a health care provider and provides consent to share information with the OCC

STEP 3: DEVELOP A RETURN-TO-WORK PLAN

- The employee and the supervisor collaborate to develop a formal RTW plan, which is included in the employee's individual accommodation plan, if applicable:
 - if the employee has *no residual functional limitations*, they may return to their regular position with no accommodation required
 - if the employee has *temporary functional limitations*, they may return to a temporary modified work environment with accommodation
 - if the employee has *lasting functional limitations*, they will discuss an accommodation plan with their supervisor

STEP 4: MONITOR AND EVALUATE THE RETURN-TO-WORK PROCESS

- The employee and supervisor review the RTW process regularly until it is completed
- If the employee encounters challenges, the RTW plan will be reviewed

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