

Integrated Accessibility Policy

POLICY STATEMENT

FUSE Create is committed to upholding and exceeding Ontario's legislation intended to remove barriers to accessibility for persons with disabilities. This includes providing equal access to employment, information, goods, and services, and treating persons with disabilities with dignity and respect in a way that takes their disability into account.

DEFINITIONS

Definitions taken from the *Accessibility for Ontarians with Disabilities Act, S.O. 2005, C. 11* or *Ontario Human Rights Code*.

"Accessible formats" may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

"Barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice; ("obstacle").

"Disability" is defined broadly by the *Ontario Human Rights Code* as:

1. "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 coordination, 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*."

POLICY

FUSE Create will make every reasonable effort to meet the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, including all applicable elements of the *Integrated Accessibility Standards*.

1. Information and Communication
2. Employment
3. Customer Service
4. Design of Public Spaces
5. Transportation

FUSE Create will provide training to all employees, volunteers, and independent contractors to ensure they are familiar with our policies, practices, and procedures for communicating with and providing services to persons with disabilities.

Information and Communication

FUSE Create will make its information accessible to people with disabilities by creating materials and supports in accessible formats, and it will notify the public of the types of accessible formats provided.

Further, FUSE Create will deliver alternate formats of information to clients, upon request. If a particular material cannot be converted into an accessible format that meets the needs of the person requesting it, FUSE Create will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable to the person requesting it.

This extends to any emergency procedures or safety information prepared by FUSE Create.

Employment

FUSE Create welcomes and encourages employment applications from people with disabilities and will do its part to make hiring and employee support practices more accessible by providing accommodation during all stages of recruitment, hiring, and employment.

If a job applicant requests accommodation, FUSE Create will consult with the applicant and provide suitable accommodation that takes the person's accessibility needs into account.

When making offers of employment, FUSE Create will notify the successful applicant of its policies for accommodating employees with disabilities.

New employees will be reminded about the organization's job accommodation policies as soon as possible upon being hired and notified when any future changes are made to policies. Policy and practice information will include available employment accommodations that will be provided for job related matters such as performance management, career development, emergency response plans, and return to work information.

FUSE Create will consult with an employee who requests it, to provide or arrange for the provision of accessible formats and communication supports that take the employee's needs into account when providing information that is needed to perform the employee's job, and information that is generally available to employees in the workplace.

Customer Service

FUSE Create will provide customer service in a manner that removes barriers for people with disabilities according to the following key principles of the AODA:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Service to people with disabilities will be integrated with others, unless an alternate way of providing the goods, service or facility is required by the person with the disability.
- Persons with disabilities will be given equal opportunity to use and benefit from the goods, services, or facilities an organization or business has to offer.
- We will communicate with people with disabilities in a way that takes the individual's disability into account.

Assistive Devices, and Service Animals, Service Dogs or Guide Dogs

Persons with disabilities who use an assistive device will be permitted to use their own device to access the goods and services of FUSE Create.

If a person with a disability is accompanied by a guide dog or other service animal, FUSE Create shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.

Support Workers

If a person with a disability is accompanied by a support person, FUSE Create will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

FUSE Create will ensure that notice is given in advance if admission fees will be charged to support workers for accessing the goods or services in their role as support person, including how much the fee will be.

Service Interruptions

If there is a temporary disruption in any of our services either in whole or in part, FUSE Create will provide notice of the disruption to the public via as many channels as possible, in accessible formats, where available. We will physically post notices

where the disruption is taking place as well as through any other channels that are appropriate such as email, phone, text, social media, or on our website.

Notice of the disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Transportation

FUSE Create does not provide conventional or specialized commercial transportation services to passengers and is not required to adhere to the Transportation Standard.

Design of Public Spaces

If FUSE Create redesigns or redevelops an outdoor public space such as a parking area, outdoor eating area or play space, exterior path of travel, recreational trail or beach access route, or an indoor or outdoor service counter, waiting area or queuing line, it will do so in accordance the Design of Public Spaces Standard of the AODA. FUSE Create will also ensure any newly redesigned or redeveloped areas are maintained in accordance with the rules set out by the AODA.

Process for Receiving Feedback

FUSE Create will accept feedback about the way in which it provides goods and services to persons with disabilities in person, by phone or email, or in another way that is suitable to a person with a disability.

When a complaint is received about the way we provide goods, services, or facilities to persons with disabilities, FUSE Create will let the person who submitted the feedback know about the actions the organization will take to resolve the issue.

At FUSE Create, the person designated to accept feedback is:

Melissa Beadow, Director, Human Resources,
45 Ossington Ave
Toronto, Ontario, M6J 2Y9
416-368-3873
hr@fusecreate.com

Employment Standard Policy

POLICY STATEMENT

This policy is intended to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. This policy applies to the provision of information and communication services and materials for people with disabilities.

PURPOSE

FUSE Create is committed to integrating accessibility into regular workplace processes and to ensure accessibility in the recruitment and selection process and throughout all stages of the employment life cycle. FUSE Create is also committed to ensuring our employees are educated on and adhere to this policy. FUSE Create will make all reasonable efforts to ensure that all people are treated and provided information and communication in a manner that is consistent with the principles of the AODA: Dignity, Independence, Equal Opportunity, and Integration.

DEFINITIONS

Accessible Formats – Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – An electronic or digital format that facilitates conversion into an acceptable format

Performance Management – activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

General Principles

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, this policy addresses the following:

- A. General Requirements
- B. Employment Standards Overview
- C. Recruitment, Assessment, and Selection
- D. Accessible Formats and Communication Supports for Employees
- E. Documented Individual Accommodation Plans
- F. Workplace Emergency Response Information
- G. Plans and Processes
- H. Return to Work and Redeployment

A. General Requirements

Establishment of Accessibility Policies and Plans will develop policies governing how it will achieve accessibility through these requirements. FUSE Create will post a statement of commitment outlining how it will meet the accessibility needs of persons with disabilities in a timely manner in its policies. These documents will also be available to our employees and the public in an accessible format, upon request.

FUSE Create will develop, maintain and implement a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR. FUSE Create will post its accessibility plans on its website and provide the plan in an accessible format upon request. This plan will be reviewed and updated once every five years and will establish, review and update its accessibility plans in consultation with persons with disabilities or an advisory committee if applicable.

Annual status reports will be prepared to report on the progress of steps taken to implement the accessibility plan and updates will be posted on its website. The plan or reports will be made available in an accessible format upon request.

Informing Employees of Supports

FUSE Create shall inform employees of its policies used to support its' employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

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

Procuring or Acquiring Goods and Services, or Facilities

FUSE Create will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is in cases where it is impracticable to do so.

Training Requirements

FUSE Create will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing FUSE Create policies, and all other persons who provide goods, services or facilities on behalf of the organization.

Training will be provided to all employees as soon as possible, but no later than required. Training will be provided on an ongoing basis to new employees and as changes to our accessibility policies occur. We will maintain records of who completed the training, including the date of completion.

B. Employment Standards Overview

The Employment Standards regulation will expand Ontario's labour pool by ensuring people with disabilities are welcomed and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing

accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

C. Recruitment, Assessment, and Selection

FUSE Create will make every reasonable effort to accommodate job applicants who have disabilities. FUSE Create shall notify employees and the public about the availability of accommodations for job applicants with disabilities. If a selected applicant requests an accommodation, FUSE Create shall consult with the applicant and provide and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability. Successful applicants will be made aware of the policies for accommodating employees with disabilities.

D. Accessible Formats and Communication Supports for Employees

Upon request, FUSE Create will make every reasonable effort to provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform a job or position; and
- Information that is generally available to all employees in the workplace.

E. Documented Individual Accommodation Plans

FUSE Create will develop and implement where required written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans will include the following:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed on an individual basis;
- The ways an employee can request an evaluation by an outside medical expert, or other experts to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

F. Workplace Emergency Response Information

FUSE Create 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.

- FUSE Create shall provide individualized workplace emergency response information to employees who have a disability;
- If the disability is such that the individualized information is necessary and the FUSE Create is aware of the need for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employee's consent;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the information when the employee moves to a different location in the organization, when overall accommodation needs or plans are reviewed and when the FUSE Create reviews its general emergency response policies.

G. Plans and Processes

This area speaks specifically to employee performance management, career assessment, development and advancement.

FUSE Create will ensure that all plans and processes will account for and respect the accessibility needs of their employees with disabilities when developing and implementing these plans and processes. The plan or process should be developed and implemented with consideration for each employee's (who has a disability) unique needs and capabilities.

H. Return to Work and Redeployment

FUSE Create will develop and implement (where required) return to work processes for employees who are absent from work due to a disability and require disability-related accommodations in order to return to work. The return to work process will be documented and include an outline of the steps necessary to facilitate the employee's return to work. The return to work process and plan will be created in consultation with the employee and shall use documented individual accommodation plans.

In the event of a redeployment, FUSE Create will take into account the accessibility needs of its employees.

If you have any questions about our policy please contact Melissa Beadow at hr@fusecreate.com

