



# INTEGRATED ACCESSIBILITY STANDARDS POLICY

## Introduction

The following policy has been established by Cachet Homes in compliance with regulation [191/11](#) under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and aligns with Cachet Homes' commitment to treat all team members with dignity and respect.

These standards are intended to break down barriers and increase accessibility for persons with disabilities, in the areas of Information, Communications, and Employment.

Cachet Homes is governed by this policy, the Customer Service Standards Policy, and the AODA in meeting the accessibility requirements of persons with disabilities.

## Commitment

Cachet Homes is committed to fostering an accessible and inclusive environment for all individuals and to understanding and promoting the importance of creating an accessible, barrier-free environment for people with disabilities. Cachet is dedicated to meeting our obligations under the AODA. We believe in integration and equal opportunity and commit to meeting the needs of persons with disabilities in a timely manner.

This policy will be implemented in accordance with the timeframes established by the Regulation.

## Accessibility Plan

Cachet Homes has developed and will continuously maintain and document a *Multi-Year Accessibility Plan* outlining our strategy to prevent and remove barriers from the workplace and to improve opportunities for persons with disabilities.

The Multi-Year Accessibility Plan will be reviewed once every five (5) years and will be posted on the company's website. Upon request, Cachet Homes will provide a copy of the Multi-Year Accessibility Plan in an accessible format.

## Training Team members and Volunteers

Cachet Homes will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulations and continue to provide training on the Human Rights Code as it pertains to persons with disabilities. Training will be for:

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- All its team members and volunteers, if applicable
- All persons who participate in developing Cachet Homes' policies and procedures, and
- All other persons who provide goods, services, or facilities on behalf of Cachet Homes

The training will be appropriate to the duties of the team members, volunteers (if applicable), and other persons. Training will also be provided when changes are made to the accessibility policy. New team members will be trained as soon as practicable.

In addition, Cachet Homes will keep records of all training provided.

## **INFORMATION & COMMUNICATIONS STANDARDS**

### **Feedback**

Cachet Homes ensures that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request.

### **Accessible Formats and Communication Supports**

Upon request, Cachet Homes will provide, or arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Cachet Homes will consult with the person making the request to determine the suitability of an accessibility format or communication support.

Cachet Homes will also notify the public about the availability of accessible formats and communication supports.

### **Accessible Websites and Web Content**

Cachet Homes will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.2 Level AA Success Criteria.

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## **EMPLOYMENT STANDARDS**

### **Recruitment**

Cachet Homes will notify its team members and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

### **Recruitment, Assessment, or Selection Process**

Cachet Homes notifies applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, Cachet Homes 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 a disability.

### **Notice to Successful Applicants**

When making offers of employment, Cachet Homes will notify the successful applicant of its policies and procedures for accommodating team members with disabilities, upon request.

### **Informing Team Members of Support**

Cachet Homes will continue to inform its team members of its policies and procedures, as well as any modifications made to those policies and procedures, used to support team members with disabilities, including policies on the provision of job accommodations that take into account a team member's accessibility needs due to disability, if applicable. This information will be provided to new team members as soon as practicable after commencing employment if accommodations are needed.

### **Accessible Formats and Communication Supports for Team Members**

Upon the request of the team member with a disability, Cachet Homes will consult with the team member to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job duties, and information that is generally available to other team members. In determining the suitability of an accessible format or communication support, Cachet will consult directly with the team member making the request.

### **Workplace Emergency Response Information**

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Cachet Homes provides individualized workplace emergency response information to team members who have a disability, if the disability is such that the individualized information is necessary, and if Cachet Homes is aware of the need for accommodation due to the team member's disability. Cachet Homes will provide this information as soon as practicable after becoming aware of the need for accommodation.

When the team member requires assistance, Cachet Homes will, with the consent of the team member, provide the workplace emergency response information when the team member moves to a different location in the organization and/or when the team member's overall accommodation needs or plans are reviewed.

**Documented Individual Accommodation Plans**

Cachet will maintain a written process for the development of documented individual accommodation plans for team members with disabilities.

If requested, information regarding accessible formats and communication supports provided will also be included in the individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information, if applicable, and will identify any other accommodation that is to be provided.

**Return to Work Process**

Cachet Homes maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations to return to work.

The return-to-work process outlines the steps Cachet will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return-to-work process will not replace or override any other return to work process created by or under any other statute.

**Performance Management, Career Development, Advancement & Redeployment**

Cachet Homes considers the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to team members, or when redeploying team members.

**Questions About This Policy**

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This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications, and employment. If anyone has questions in regard to the policy, an explanation will be provided by:

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**Revision History**

Version	Date	Author(s)	Change(s)
DRAFT	November 1, 2023	Julia Hidalgo	Creation

**Reference Documents**

Document Type	Document Name	Author(s)
HR Policy	Accessibility Policy	Julia Hidalgo
HR Policy	Multi-Year Accessibility Plan	Julia Hidalgo
HR Policy	Customer Service Policy & Procedure	Julia Hidalgo

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