

# Accessible Employment Policy

<b>STATEMENT of POLICY and PROCEDURE</b>			
<b>Department</b>	PEL	<b>Policy No.</b>	7.01
<b>Name</b>	Accessible Employment Policy	<b>Review Frequency</b>	3 years
<b>Approved by</b>	Management	<b>Replaces</b>	N/A
<b>Effective date</b>	February 26, 2026	<b>Dated</b>	N/A

## 1 PURPOSE

1.01 The purpose of this Statement of Policy and Procedure is to ensure that MakeWay's employment practices are inclusive, equitable, and accessible to employees with disabilities.

The purpose is also to meet the needs of people with disabilities by identifying and removing barriers to accessibility, particularly relating to the *Employment Standards* found in the *Integrated Accessibility Standards Regulation (IASR)* of the *Accessibility for Ontarians with Disabilities Act (AODA)*.

MakeWay is committed to providing an accessible experience for all persons with disabilities in a way that allows them to maintain their dignity and independence.

## 2 SCOPE

2.01 This policy applies to MakeWay Foundation and MakeWay Charitable Society, collectively called MakeWay.

2.02 This policy applies to all employees and to all stages of the employment relationship.

## 3 POLICY

3.01 MakeWay is committed to providing reasonable workplace accommodations to employees with disabilities, upon request, and will work collaboratively with employees to meet their individual accessibility needs.

3.02 MakeWay recognizes its legal Duty to Accommodate under Human Rights Code accessibility legislation. MakeWay will provide accommodation to employees with disabilities up to the point of undue hardship, in accordance with the principles of dignity, individualization, and integration.

## 4 RESPONSIBILITY

4.01 It is the responsibility of managers to support accessible employment practices, respond appropriately to accommodation requests, and participate in the development and implementation of accommodation plans where required.

4.02 It is the responsibility of the People, Engagement, and Learning (PEL) department to coordinate workplace accommodations in conjunction with managers, maintain related documentation, and ensure compliance with applicable accessibility legislation.

4.03 It is also the responsibility of PEL department to ensure required accessibility and human rights training is provided to employees and volunteers.

## 5 DEFINITIONS

5.01 “**Accommodation**” means reasonable adjustments or supports provided to an employee with a disability to enable equitable participation in the workplace.

5.02 “**Duty to Accommodate**” means the legal obligation to adjust the working conditions for an individual (or group) to ensure that those individuals who are otherwise fit to work are not unfairly excluded, and to do so in a timely manner.

5.03 “**Individual Accommodation Plan**” means a documented plan that outlines workplace accommodations to be provided to an employee with a disability, developed in consultation with the employee.

## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

6.01 MakeWay’s Accessibility Policy

6.02 Emergency and Critical Incident Policy

## 7 PROCEDURE

7.01 All employees will be informed of MakeWay’s policies related to workplace accommodations and accessibility as part of onboarding.

7.02 Ontario based and serving employees and volunteers will be required to complete three (3) trainings relating to accessibility: 1) Integrated Accessibility Standards Regulation Training 2) AODA Customer Service Standards Training and 3) Understanding Human Rights Training (AODA edition). Completion for these trainings will be tracked by PEL.

7.03 Employees may request accessible formats or communication supports for information required to perform their job and for information generally available to employees.

Requests for accessible formats will be acknowledged in a timely manner. MakeWay will consult with the employee to determine the most appropriate accessible format or communication support and will provide it as soon as reasonably possible.

7.04 Employees may request workplace accommodations at any time. Requests may be made verbally or in writing to the employee’s manager and/or to PEL. All requests will be addressed in a timely and respectful manner.

7.05 After a request for accommodation has been received, the Manager and PEL will consult with the employee to develop an individualized accommodation plan. This plan will document agreed upon workplace accommodations and timelines for review.

Medical or other supporting documentation may be requested at this stage, to determine appropriate accommodations.

7.06 Where an employee's disability may require individualized emergency response information, MakeWay will provide such information as soon as practicable. Individualized emergency response information will be reviewed when the employee changes work location, when overall emergency policies are updated, or when accommodation needs change. More information can be found in MakeWay's Emergency and Critical Incident Policy.

7.07 MakeWay maintains a documented return to work process for employees on a leave from work due to a disability. The return-to-work plan will be developed in conjunction with the employee, the manager and PEL and incorporate accommodation planning, if required.

7.08 MakeWay will consider accessibility needs throughout the employment relationship. This includes during onboarding, performance conversations, goal setting, providing professional development opportunities, promotion or advancement opportunities and internal role changes.

7.09 All accommodation related information will be kept confidential and shared only with those who require the information to implement the accommodation.