



# Spinnaker Industries

## Accessibility for Ontario with Disabilities Act

### Multi-Year Accessibility Plan



**2019**

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1.0	February, 2019	Safety Department	Bellator Group Safety Consulting	Sr. Management & JHSC
1.01	December, 2019	Safety Department	Bellator Group Safety Consulting	Sr. Management & JHSC



## Reference Notes:

Accessibility for Ontario with Disability Act Compliance Plan

The Spinnaker Industries AODA plan has been developed in consultation with the following resources:

1. Accessibility for Ontario with Disabilities Act, 2005
2. (AODA) Workplace Safety and Insurance Act, 1997
3. Spinnaker Industries Health & Safety Manual
4. Royal Bank, 2000



## Terms and Definitions:

- Accessibility** The term accessibility means giving people of all abilities opportunities to participate fully in everyday life. It is used to describe how widely a service, product, device, or environment is available to as many people as possible. Accessibility can be seen as the ability to access and benefit from a system, service, product or environment.
- Barrier** Barriers are obstacles that limit access and prevent people with disabilities from fully participating in society. Most barriers are not intentional. Barriers usually arise because the needs of people with disabilities are not considered from the beginning.
- Disability** Ontario's accessibility law adopts the definition for disability that is in the Ontario Human Rights Code. It defines disability broadly:
- 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 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,
  - b. a condition of mental impairment or a developmental disability,
  - c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - d. a mental disorder, or
  - e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."



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## 1.0

## Purpose

Disability impacts the lives of many Ontarians and the numbers of people with disabilities is increasing.

In twenty (20) years, it is expected that one in five Ontarians are likely to have some kind of disability compared with approximately one in seven we experience today. According to a review by the Royal Bank, 2000:

- 10 – 20% of the general population has some form of hearing loss including 50% of people over the age of 65.
- Over 600,000 Canadians have self-identified as having vision loss.
- 6% of people with physical disabilities use a wheelchair.
- 70% of disabilities are often hidden and often forgotten.

Many of our veterans have disabilities. Men and women, who want to carry on their life activities with friends and family, will demand access to do so. It is projected that the older population will double in the next 25 years (*Source: Royal Bank, 2000*).



## 2.0

## Statement of Commitment

### Statement:

Spinnaker Industries is supportive of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its objective of achieving accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025. We are also committed to the Multi-Year Accessibility Plan. As such, we will be identifying, removing and preventing barriers that clients, employees, and members of the public may face when interacting with Spinnaker Industries.

### Commitment:

The following outlines the organization's vision that all clients, employees and members of the public are provided with a barrier-free environment that supports each individual.

### Overview:

- Ensuring we provide people with disabilities the ability to enter all of Spinnaker Industries premises and reach their destinations without encountering any barriers;
- People with disabilities receiving the services they require without encountering barriers;
- People with disabilities working without encountering barriers;
- Accessibility being incorporated into Spinnaker Industries policies and practices;
- Ensuring Spinnaker Industries notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes;
- When posting current job opportunities, noting that accommodations will be made available upon request;
- When making offers of employment, notifying the successful applicant of Spinnaker Industries policies for accommodating employees with disabilities upon request.

The Spinnaker Industries accessibility plan outlines the measures that we will take to identify, remove and prevent barriers to people with disabilities who work at our facility or for members of the public. It will also detail our strategy to ensure compliance with accessibility legislation. This policy is posted on our website to ensure that this plan is available to the public. Also, this policy will be reviewed annually to ensure the contents stay current with updated legislation.



## 3.0

## Roles & Responsibilities

### Senior Management:

- Review and update the Spinnaker Industries AODA policy and procedures on an annual basis;
- Ensure the AODA plan is in compliance with current legislative requirements;
- Provide staff with training on the Spinnaker Industries AODA plan, policies and procedures;
- Provide employees with support for ongoing accessibility issues or concerns;
- Be sensitive and aware of any workers disability and treat them with respect and dignity.

### Supervisors:

- Provide senior management with assistance in reviewing and revising the Health & Safety Policy statement and AODA plan;
- Provide staff with training on the Spinnaker Industries AODA plan, policies and procedures;
- Identify any areas for improvement and report to Senior management as part of the continuous improvement plan
- Be sensitive and aware of any workers disability and treat them with respect and dignity.

### Warehouse and Office Staff:

- Participate in the Spinnaker Industries training program on the AODA plan, policy and procedures;
- Inform your supervisor of any areas of concern as part of the continuous improvement plan;
- Be sensitive and aware of any workers disability and treat them with respect and dignity.

### Visitors:

- All visitors on the Spinnaker Industries property are expected to conduct themselves in a respectful manner and to treat all member with dignity and respect.



## 4.0

## Definition and Legislative Requirements

Spinnaker Industries is committed to follow all applicable guidelines, rules, laws and acts identified in the Occupational Health & Safety Act (OHSA) Industrial Regulations as well as Municipal, Provincial and Federal requirements. Often, contraventions may exist between the Spinnaker company rules and legislative requirements. When this occurs, all parties are to use the “Stricter Rule” which implies the stricter of the rules must be followed.

AODA, 2005, S.O. 2005, c.11

- (2) An accessibility standard shall name or describe the persons or organizations to which it applies.
- (3) An accessibility standard may apply only to a person or organization that,
  - (a) provides goods, services or facilities;
  - (b) employs persons in Ontario;
  - (c) offers accommodation;
  - (d) owns or occupies a building, structure or premises; or
  - (e) is engaged in a prescribed business, activity or undertaking or meets such other requirements as may be prescribed.
- (6) An accessibility standard shall,
  - (a) set out measures, policies, practices or other requirements for the identification and removal of barriers with respect to goods, services, facilities, accommodation, employment, buildings, structures, premises or such other things as may be prescribed, and for the prevention of the erection of such barriers; and
  - (b) require the persons or organizations named or described in the standard to implement those measures, policies, practices or other requirements within the time periods specified in the standard. 2005, c. 11, s. 6 (6).





## 5.0

## Customer Service Standards

Spinnaker Industries has had a long-standing commitment to providing accessibility for members and visitors with disabilities. The AODA Customer Service Standard now mandates a requirement to meet the needs of persons with disabilities with clearly defined policies and procedures by January 25th, 2015.

In preparing for the compliance requirements, Spinnaker Industries has made reasonable efforts to ensure that its policies and procedures are consistent with the following principles, as defined by the Customer Service Standard, AODA:

- All goods and services at Spinnaker Industries will be provided in a manner that respects the dignity, independence, integration and equal opportunity of people with disabilities.
- Integration and Equal Opportunity: service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with disability to access goods or services. They should not have to make significantly more effort to access or obtain service. They should also not have to accept inconvenience or lesser quality.

## 6.0

## Assistive Devices

Spinnaker Industries is committed to serving people with disabilities including those who use assistive devices. Assistive devices are devices that are used to assist persons with disabilities in carrying out activities or in accessing the services of persons or organizations.

### Procedures

Spinnaker Industries will ensure that those members/visitors who use assistive devices are welcome and accommodated as required.



## 7.0

# Communicating to Individuals with a Disability

### Policy

Spinnaker Industries policies and procedures take a person's disability into account when communicating with the individual. Two-way communications is a process of providing, sending, receiving and understanding information. To communicate in an effective way, Spinnaker will consider how the disability affects the way that the person expresses, receives or processes communications. Where possible, Spinnaker may ask the member directly the best way to communicate with him or her.

### Procedures

Spinnaker Industries will use a variety of methods, wherever possible, to make communications more accessible by:

Considering the needs of people with disabilities during the planning stage of services and communication development. Using plain language to make a document easier to read for people with learning disabilities.

- Offering information in alternate formats, on request:
- Hand-written or typed information back and forth;
- Braille;
- Voice amplifiers;
- Printed hand-outs of commonly used information;
- Large print;
- E-mail as an alternate channel to provide accessible communication.



## 8.0

## Service Animals

### Policy

Spinnaker Industries is committed to welcoming people with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a client, employee, visitor or any third party with a disability to all parts of our premises that are open to the public. Service animals may be used for, but not limited to, the following disabilities: vision loss, physical disability, hearing loss, autism, epilepsy etc. Although service animals are most commonly dogs, other service animals could include, but are not limited to, ferrets, monkeys, etc. Spinnaker Industries ensures that all employees are properly trained in how to interact with people with disabilities, who are accompanied by a service animal.

### Procedures

To be considered a service animal under this standard, it must either be readily apparent that the animal is being used because of a person's disability or the person with a disability may be asked to provide a letter from a physician or nurse confirming that it is required because of his or her disability. Spinnaker Industries does enforce a general By-law that does not permit pets on the premises, including the Spinnaker office. Service animals are not pets - they are working animals. They are used by people with disabilities to overcome barriers much like assistive devices such as a cane or a wheelchair.

Guide dogs or other service animals, including service animals in training, are allowed to accompany people with disabilities on Spinnaker Industries premises that are open to the public.

- If the service animal is causing a disturbance or attacks a member/visitor, the person and accompanying service animal may be required to leave the area or Spinnaker Industries premises, first responders maybe notified.
- The owner is responsible to clean up after the service animal

Spinnaker Industries anticipates there will be special situations and is prepared to make every effort to accommodate the circumstances on an individual basis, as they arise with the primary goal of keeping all members, visitors, staff, volunteers and service animals safe.



## 9.0

## Support Persons

### Policy

Spinnaker Industries is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person is allowed to enter Spinnaker Industries premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Spinnaker Industries premises.

A support person is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services.

### Procedures

The Spinnaker Industries communication department will be responsible for advising as required members/ visitors of any member requiring a support person for assistance.

## 10.0

## Temporary Disruption of Service

### Policy

Spinnaker Industries is aware that temporary disruptions of services (daily functions – physical operations) and programs may occur due to reasons that may or may not be within Spinnaker Industries control or knowledge. Spinnaker Industries makes a reasonable effort to provide advance notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available.

### Procedures

The notice is made available for updating all Spinnaker Industries members, the public and other parties using the following networks, as appropriate:

- Telephone recordings
- Temporary signage

In the event of an unexpected disruption and advance notice is not possible. Spinnaker Industries will make every reasonable attempt to provide notice through its communication networks.



## 11.0

## Process to Receive and Response to Feedback

### Policy

Spinnaker Industries has a process in place for receiving and responding to feedback about the services that are provided to clients and visitors with disabilities. Spinnaker Industries will provide feedback by arranging for accessible formats and communication supports upon request with the individual.

### Procedures

Individuals with disabilities can offer their feedback in the following ways:

- Spinnaker Industries AODA Feedback Form
- E-mail and telephone, (re-directed, as required, to the appropriate response employee);
- In writing where correspondence is re-directed to the appropriate response employee;
- In person to the Spinnaker Industries Senior Management.

The member is requested to provide their name and contact information (phone and/or e-mail). Once feedback is received, the following actions are taken to respond.

1. The feedback is directed to the appropriate person for action;
2. The feedback is assessed for appropriate action (Note: The Customer Service Standard does not require a response to be provided for all feedback and will be subject to the nature of the complaint);
3. Members/visitors who provide feedback can expect an answer within (5) five business days.

## 12.0

## Training

### Policy

Spinnaker Industries provides training to all employees who are involved in the development/approvals of customer service policies and procedures on providing goods and services to clients/visitors with disabilities. Spinnaker Industries ensures that third party and others, who deal with the public, have the required AODA training. The training will consist of the requirements of the accessibility standards and on the *Human Rights Code* which are appropriate to the duties of the employees. All persons will be trained as soon as practicably reasonable. Training is recorded for staff and includes name, date and content. Re-training will be mandatory when new updates to the policies have been made.



## 13.0

## Modification to the Policy

Spinnaker Industries reserves the right to update and/or change any of its policy that fails to provide respect or promote dignity and independence of individuals with disabilities and will be modified and/or removed.

## 14.0

## Communication & Posting of Documents

### Policy

Notices are to be posted, informing the public that the documents required by the Customer Service Standard are available upon request and will be provided in a format that takes a person's disability into account.

### Procedures

Documents are available through the following networks, as required:

- Company website;
- Signage or notice memo;
- Safety Board.

## 15.0

## Evaluation

Use of suggestions and feedback will be used to evaluate the effectiveness of the program along with an annual review of all policies to be performed on the (3<sup>rd</sup>) third quarter of each year.



## 16.0

## Integrated Accessibility Standards Regulations (IASR)

When providing information or services to a person with a disability, we at Spinnaker Industries will do so in a manner that takes the person's disability into account. If a person with a disability needs an accessible format, or help to communicate with us, we will work with the person to provide the format or support that will meet their needs – at no additional cost to them. If we are not able to meet the person's particular requirement in a reasonable timeframe, we will inform them and will work with them to determine an alternate method or will provide a summary of the information.

## 17.0

## Employment Standards

Spinnaker Industries is committed to fair and accessible employment practices. Spinnaker Industries is a respectful, caring, and inclusive workplace. We are committed to championing accessibility, diversity and equal opportunity.

## 18.0

## Recruitment

Spinnaker Industries will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the bona-fide requirements for the open position. Applicants need to make their requirements known when contacted by the company. Spinnaker Industries will also ensure that third party recruitment agencies are AODA compliant and are asking if accommodation is required when scheduling interviews on our behalf.

- Job postings and corresponding emails to candidates will notify them of the accommodation available upon request;
- When making an offer of employment, Spinnaker Industries will notify the successful applicant of its accommodation process for employees with disabilities;
- New hires will be oriented on the first day of employment of their ability to seek accommodation for information and communication.



## 19.0

## Individual Accommodation Plans

Spinnaker Industries is committed to accommodating people with disabilities and will use the following process to identify and meet employee accommodation needs.

1. Recognize the need for accommodation – this is based on a request by the employee or identification by the employee’s manager or supervisor.
2. Gather relevant information and assess individual needs – information collected on the employee’s functional ability, not the nature of the employee’s disability manner. This information will only be disclosed to the individual who need it to perform the accommodation process.
3. Write an individual accommodation plan – after identify the most appropriate accommodation (s), the details will be documented in a written plan including:
  - a. What accommodations will be provided.
  - b. How to make information accessible to the employee, including accessible format and communication supports.
  - c. Employee emergency information and/or emergency response plan.
  - d. When the plan will be reviewed and updated.

The Supervisor will give the employee in an accessible format a copy of the individual accommodation plan, or written reasons for denying accommodation.

4. Implement, monitor and update the plan – after implementing the accommodation plan, the employee and supervisor will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on a mutually agreed upon time in the employee’s accommodation plan. If accommodation is no longer appropriate, the employee and the manager will reassess the situation (step 2) and update the plan.
  - a. The accommodation plan will also review and update if:
    - i. The employee’s work location or position change
    - ii. The nature of the employee’s disability change.





## Sample Individual Accommodation Plan

Confidential when completed

### Employee Information

<b>Last Name</b>		<b>First Name</b>	
<b>Title/ Department</b>			
<b>Supervisor Information</b>			
<b>Last Name</b>		<b>First Name</b>	
<b>Title/ Department</b>			
<b>Accommodation</b>		<b>Next Plan</b>	
<b>Start Date (yy/mm/dd)</b>	<b>End Date (yy/mm/dd)</b>	<b>Start Date (yy/mm/dd)</b>	<b>Frequency</b>

### Limitations

List any functional limitations that the employee experiences, how it affects different aspects of his/her job and if each task is an essential part of the role.

<b>Limitations</b>		
<b>Task/ activities affected</b>		
<b>Essential job requirements</b>	<b>Yes</b>	<b>No</b>

### Accommodations

Using the list of tasks from the limitations section above, identify what type of accommodations or support would help the employee accomplish the task. List a strategy or tool that will provide that accommodation.

<b>Task</b>
<b>What must the accommodation achieve?</b>
<b>Accommodation strategy</b>

### Implementation

List the actions required to achieve the accommodation (s) identified in the prior section.

<b>Action</b>	
<b>Assigned to</b>	
<b>Due Date (yy/mm/dd)</b>	<b>Date Completed (yy/mm/dd)</b>



**Information sources**

Identify and include the contact information for any experts consulted when building the plan (e.g. human resources manager, family doctor, specialists, etc.)

<b>Last Name</b>	<b>First Name</b>
<b>Title/ Role</b>	
<b>Email Address</b>	<b>Telephone number</b>

**Related documents**

Attach any additional documents required to support the employee

- Employee emergency plan
- Accessible format of the individual accommodation plan
- What type of accessible format and/or communications support the employee needs
- Return to work plan
- Others

**Comments/ Notes**

Use this section for any additional information (e.g. details of alternative work arrangement, budget code for accommodation cost, etc.)

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**Signature**

<b>Employee's Signature</b>	Date (yy/mm/dd)
<b>Supervisor's Signature</b>	Date (yy/mm/dd)



## 20.0

## Early and Safe Return to Work

Spinnaker will promote, encourage and support the early and safe return to work (ESRTW) of employees following a work related injury or illness. Our goal is to assist workers with their rehabilitation by providing opportunities for an early and safe return to work. We understand that physically suitable and meaningful work plays an important role in both the physical and psychological recovery of an employee after an injury.

Consistent with the goals of the health & safety policy the Early & Safe Return to Work Program is designed to meet four objectives:

1. Rehabilitation through return to work.
2. Legislative compliance.
3. Cost containment.
4. Self-reliance in claims management procedures.

### EMPLOYER RESPONSIBILITIES

Spinnaker is committed to our employees and to the return to work process. In accordance with the requirements of the Workplace Safety & Insurance Act (WSIA) Management will assume the following responsibilities:

1. Clear and consistent communication with all of the workplace parties – injured employees, WSIB, treating physicians. Where language barriers exist management will ensure that an interpreter is made available.
2. The provision of a functional abilities form (FAF) to the injured employee for completion by the treating physician as required.
3. The provision of physically suitable work, where possible, in accordance with information provided by the employee's treating physician on the functional abilities form (FAF).
4. The design, development and implementation of early and safe return to work programs in cooperation with the injured employee, WSIB, and treating physician.
5. The maintenance of records and preparation of fair and accurate reports concerning all return to work activities.
6. The implementation of effective claims management practices and procedures.
7. The completion and provision of pre-injury job description reports, including a physical demands analysis, for use by the workplace parties in determining job suitability and developing return to work programs.
8. Every effort will be made to ensure that Early & Safe Return Work Programs are implemented with no wage loss to the employee.
9. In the event of disputes concerning level of disability or job suitability Spinnaker will make every reasonable effort to negotiate with the workplace parties towards the goal of ensuring a timely and safe return to work.
10. Spinnaker will make every effort to respect the rights of injured employees.
11. In the event that disputes cannot be resolved through the negotiation process Spinnaker will look to the WSIB for guidance and direction.



## **EMPLOYEE RESPONSIBILITIES**

Accordingly, we expect that all employees who have sustained a work related injury or illness will fulfill their responsibilities under the Act (WSIA), including but not limited to, the following:

1. To sign the Form 7 or appropriate authorization allowing for the release of functional abilities information by the treating physician or WSIB.
2. To obtain timely and appropriate medical treatment.
3. To provide the treating physician with the Functional Abilities Form (FAF) and, once completed, return it for review and consideration by Management.
4. Not to change physicians without WSIB consent.
5. To maintain contact with the workplace parties (the employer, WSIB, doctor) on a regular and consistent basis.
6. To cooperate with management's efforts to design, develop and implement an Early & Safe Return to Work (ESRTW) program.
7. To participate in the job description process by providing accurate and reliable information.
8. To make every reasonable effort to return to work as soon as possible following a work related injury or illness.
9. To participate in medical evaluations that may be requested by the employer.
10. To participate in rehabilitation programs developed to assist with return to work efforts, i.e. functional abilities evaluation, controlled environment assessment, ergonomic analysis and assessments.
11. While participating in an ESRTW program employees must communicate any difficulties or concerns regarding the duties to the immediate supervisor.
12. If the employee is on prescribed medication the supervisor must be notified of the: names, types, and dosage so that appropriate records can be maintained. Restrictions on use of equipment or vehicles must be strictly adhered to. Employees are responsible for ensuring that they have an adequate supply of prescribed medication and that doctor's instructions are followed regarding its use. If safety concerns arise concerning the use of medication while at work employees will authorize the employer to discuss these issues with the treating physician. If authorization is not provided the employee will be given alternate duties or sent home until the issue is resolved.
13. Employees must not engage in activities that exceed the limitations indicated on the functional abilities form completed by the doctor. If asked by a co-worker to assist in a task which exceeds medical / physical limitations it is expected that the employee will explain their restrictions and request assistance from the supervisor.
14. An ESRTW program is an integral part of the rehabilitation process. During an ESRTW program medical appointments, physiotherapy, and other treatment programs should be scheduled after work hours, where and when possible.
15. Employees participating in ESRTW programs must make every effort to meet the requirements of the program and maintain company employment standards, (i.e. attendance, reporting, production).
16. Every effort must be made by the employee to attend work during the ESRTW program. If an employee is unable to do so the worker's supervisor must be notified immediately. A doctor's note or medical report will be required to explain the absence. Normal exceptions apply (i.e. family emergency or tragedy).
17. To recognize the WSIB as the final mechanism for dispute resolution.

## **SUPERVISORS RESPONSIBILITIES**

1. Work with the Health & Safety Coordinator, members of the management team, and the employee in the development of the ESRTW program.
2. Monitor the employee progress in the program on a daily basis.
3. Meet with the employee at the start and end of the first shift to discuss any concerns he/she may have.
4. Ensure that the employee does not perform tasks which have not been specified in the ESRTW plan or that exceed their limitations.
5. Maintain contact with the Health & Safety Coordinator in order to review any emerging concerns (i.e. absence from work, doctor's notes, issues of cooperation, etc.)

## **SPINNAKER INDUSTRIES**

### **Accessibility for Ontarians with Disabilities Act Compliance Plan**



## **JOINT HEALTH & SAFETY COMMITTEE WORKER REPRESENTATIVE RESPONSIBILITIES**

1. A worker representative of the Joint Health & Safety Committee will participate in the Early & Safe Return to Work process.
2. The member shall attend meetings and assist in the development of the ESRTW plan.
3. The member shall provide information on the ESRTW process, employee obligations and responsibilities, and other information as requested by the employee.

## **CO-WORKERS RESPONSIBILITIES**

1. Provide support and encouragement to the employee participating in an ESRTW program.
2. Provide direct assistance for specifically designated tasks on a temporary basis if required.
3. Respect the limitations on activity imposed on the employee in the ESRTW program. Under no circumstances ask an employee participating in an ESRTW program to engage in any activity which could cause harm by exceeding their physical abilities.

## **HEIRARCHY OF OBJECTIVES FOR EARLY & SAFE RETURN TO WORK**

1. Spinnaker recognizes the following hierarchy in Early & Safe Return to Work planning and program development:
2. Return to pre-injury job. This is the preferred scenario and employees will be given every opportunity to return to their pre-injury job provided they are fit to perform the essential duties.
3. Return to pre-injury job with accommodation. If, as a result of disability due to a work related illness or injury, an employee cannot perform the pre-injury job every effort will be made to provide them with reasonable accommodation. Traditionally this is known as a modified work assignment. Modifications to the pre-injury job may be permanent in nature or temporary and will be dictated by both the employee's physical abilities, prognosis for recovery, and the employers need.
4. Return to comparable suitable work. A comparable suitable job is one that is similar in nature and scope to the pre-injury but meets the employees needs resulting from the injury or illness (i.e. different work station in same department). Ideally the employee's skills, experience, abilities and aptitudes are taken into consideration in identifying possible opportunities. Assignments may be permanent or temporary in nature and will be dictated by both the employee's physical abilities, prognosis for recovery, and the employer's need. The employer will determine if they have the ability to provide the accommodation taking into account health and safety and business needs.
5. Return to alternate suitable work. An alternate suitable position is one that may differ in nature and scope from the pre-injury job (i.e. work in different department or a completely different type of work). It meets the employees needs resulting from the injury or illness with respect to physical suitability. Assignments may be permanent or temporary as needed.

## **EARLY & SAFE RETURN TO WORK PROGRAM ELEMENTS**

The Early & Safe Return to Work program can include any of the following:

1. Transitional return to work (TRTW) programs featuring a gradual increase in hours and activities over a period of time.
2. Return to work trial (RTWT) programs attempt to match job duties to the worker's abilities through hands on experience. Positions are evaluated based on worker feedback, observation, physical demands, and analysis of work outcomes. Refinements or adjustments are made as required.
3. Special return to work trial (SRTW) programs are longer in duration and require the disabled employee to acquire a new set of skills in order to successfully make the transition to a new position.

## **SPINNAKER INDUSTRIES**

**Accessibility for Ontarians with Disabilities Act Compliance Plan**



4. Formal and informal training programs may be implemented to provide disabled employees with new skills in order to successfully return to work. These programs are typically used when an employee is making the transition to a new position or when an existing position is being enhanced with the addition of new duties.
5. Ergonomic assessments and evaluations may be employed to assist with the modification of a job or workstation. These evaluations are useful in matching a worker's abilities to specific job tasks.
6. Functional abilities evaluations (FAE) can provide the workplace parties with a clear picture of the employee's physical limitations, tolerances and abilities. These evaluations are useful in matching a worker's abilities to one or more job tasks and in overall job design.
7. Controlled environment assessments (CEA) may be employed to provide a disabled employee with work hardening. These programs can be useful in determining tolerances. The CEA will allow the disabled employee to gradually increase work tolerances to the competitive level required for work.
8. Medical evaluations may be requested by the employer through the WSIB to clarify issues concerning level of disability, compatibility, restrictions / limitations, etc.

#### **EARLY & SAFE RETURN TO WORK PROGRAM ELEMENTS**

1. ACCOMODATION may include:

- a gradual increase in hours or activities
- working fewer hours
- taking more frequent rest breaks
- obtaining assistance from a co-worker for more difficult tasks
- job / responsibility sharing
- physical changes to the work environment
- assistive devices
- variations in production rates
- assignment to another job
- Special project work

2. Time frames for ESRTW programs will be dictated by need. It is expected that ESRTW programs should be completed within a 12-week period. The Health & Safety Coordinator will establish time frames for program completion through negotiation with the workplace parties.

#### **EARLY AND SAFE RETURN TO WORK PLANS**

Early & Safe Return to Work programs will require a formal plan. The ESRTW Plan will feature the following:

1. Names of the workplace parties involved – injured employee, supervisor or management representative.
2. Signature of the workplace parties involved.
3. Dates – the date the plan was developed and signed, dates the program is to take effect, dates for any changes or transitions in the program, the date the program is to end.
4. Type of program – i.e. return to work trial, formal training, etc.
5. Job title – the name of the job the worker will be performing during the program.
6. Accommodation plans – to outline the employees job limitations.

#### **EARLY AND SAFE RETURN TO WORK PLANS**

1. Medical / physical limitations to be observed.
2. Job duties – a brief statement describing each of the duties the worker will be performing during the program.
3. Expected outcome – i.e. Is this program to aid the employee in returning to the pre-injury job or is it to assist in the transition to a new job? Is the accommodation being provided on a permanent or temporary basis?
4. Performance expectations – are there production quotas or measures that will be used to evaluate the program?



5. Wages – Will there be adjustments in the worker’s wages during the program as hours are gradually increased? Will the worker be paid at no wage loss upon successful completion of the program?
6. Follow up meetings – dates and times for meetings to be held to review program progress.
7. Procedures to be followed in the event there is a problem with the program.
8. An example of an Early & Safe Return to Work Plan is included with this policy.

## **JOB DESCRIPTIONS AND PHYSICAL DEMANDS ANALYSIS**

All Return to Work Plans will be accompanied by a job description with physical demands analysis (PDA) for the job(s) the injured employee is returning to. The purpose of the job description and PDA is to accurately identify the following:

1. A narrative description or overview of the position and its relationship to other processes within the company.
2. The **essential duties** of the job. The essential duties are the key functions that must be accomplished in order for the job to be viable or useful. Essential duties are directly related to the purpose of the job. Without performing the essential duties, the expected job outcome cannot be achieved.
3. For example, a machine set up operator may not only operate the machine but also be responsible for general clean up duties in his/her work area. Operating the machine and tasks directly related to this are considered essential duties. Clean up of the work area, while important, would be considered a non-essential duty. The clean up duties are not directly related to the expected job outcome. In this example the expected job outcome is likely to be the safe operation of the machinery and the production of something.
4. The **non-essential duties** of the job. Non-essential duties are those responsibilities which are considered part of the job but are not necessary to the expected outcome – see example above.
5. A **physical demand analysis** (PDA). This is a detailed document showing the physical activities involved in performing the job. It will look at factors such as: lifting, bending, twisting, gripping, etc.

## **JOB DESCRIPTIONS AND PHYSICAL DEMANDS ANALYSIS**

1. Concluding comments. These comments should directly address issues of job suitability, accommodation and return to work issues.
2. Signatures. It is advised that both the worker and supervisor sign off on the job description(s).
3. An example of a job description with PDA is included with this policy.

The employer will make a pre-injury job description and physical demands analysis available to the WSIB.

## **DOCUMENTATION GUIDELINES**

1. Doctor’s will be provided with a letter from the employer advising them of our Early & Safe Return to Work program – see sample letter included with policy.
2. Following a work related injury or illness employees will be provided with a letter advising them of our Early & Safe Return to Work program.
3. Return to work job offers will be made in writing by the employer to the employee with copies forwarded to the WSIB – see attached sample.
4. Employees and supervisors participating in an ESRTW program will receive memorandum outlining their general responsibilities.
5. Activity reports will be maintained throughout the life of the claim – see attached sample.
6. Any instances of employee non-cooperation will be documented and letters of warning will be issued – copies will be forwarded to the WSIB and the human resources file.



7. Progress letters will be completed by the Employer and forwarded to the worker and WSIB. These letters will be completed at the discretion of the HSC.
8. A letter indicated that the RTW program is complete will be forwarded to the WSIB – see sample attached.

## **21.0**

### **Informing Employees of Support**

Spinnaker Industries will inform all employees of its AODA policies and any updates to support employees with disabilities. This including policies on the provision of job accommodations that take into account an employee’s accessibility needs due to the disability. This information will be provided to new employees in a reasonable time after commencing employment.

## **22.0**

### **Accessible Formats + Communication Support for Employees**

Upon the request of an employee with a disability, Spinnaker Industries will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform his/her job and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, Spinnaker Industries will consult with the employee making the request.

## **23.0**

### **Workplace Emergency Response Information**

Spinnaker Industries will provide individualized workplace emergency response information to employees who have a disability. Spinnaker Industries will provide this information in a reasonable amount of time after becoming aware of the need for accommodation.

Where an employee requires assistance, Spinnaker Industries will, with the consent of the employee, provide the workplace emergency response information to the person designated by the company to provide assistance to the employee.

Spinnaker Industries will review the individualized workplace emergency response information when the employee moves to a different location in the organization, or when the employee’s overall accommodation needs or plans are reviewed.





## 24.0

### Documented Individual Accommodation Plan

Spinnaker Industries will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

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

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

## 25.0

### Return to Work Process

Spinnaker Industries will maintain 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 in order to return to work. The return to work process will outline the steps that the company 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 (i.e. the *Workplace Safety Insurance Act, 1997*).

## 26.0

### Performance Management, Career Development and Advancement & Redeployment

Spinnaker Industries will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.



## 27.0

## Design of Public Space Standard

Spinnaker Industries will ensure the design of public spaces will be accessible for all employees or members of the public. Some examples include but not limited to:

- Accessible sidewalks that are free of barriers and wide enough to move around;
- Wider accessible parking spaces for people with mobility limitations;
- Posting of signs.

## 28.0

## More Information & Accessible Website

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of: information, communications and employment. The format of the accessibility plan and website is available in alternate formats upon request. The Spinnaker Industries website and web content will be entirely accessible by January 1, 2021. Spinnaker Industries will be in compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario’s accessibility laws.

For more information, view the Spinnaker Industries website at:

<http://www.spinnakerindustries.com/>

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