○ IISD COMPANY POLICY International Institute for Sustainable Development	Policy Number Pol/01/202021	Approved By: Richard Florizone	
	Title Accessible Employment		
Division IISD & IISD-ELA	Department Human Resources	Revision New	Distribution IISD & IISD-ELA
Written By Human Resources	Reviewed By Senior Management Committee		

IISD Accessible Employment Policy

Purpose

IISD is committed to complying with the Accessibility Standard for Employment under the Accessibility for Manitobans Act. IISD policies, practices, and measures reflect principles of dignity, independence, integration, and equal opportunity for people with disabilities.

The purpose of this policy is to remove barriers in the workplace. If a barrier cannot be removed, IISD seeks to provide reasonable accommodations to affected employees.

The following policy statements, organizational practices, and measures are intended to meet the requirements of Manitoba's Accessibility Standard for Employment.

Persons Affected
All IISD employees, consultants, and the Board

Pre-Employment Accessibility Requirements

1. Remove barriers to recruitment and selection.

Policy Statement:

During recruitment, we inform potential applicants that reasonable accommodation is available during the selection process, and we respond to requests for accommodations.

Practices and Measures:

- We include a statement on all job postings that reasonable accommodations are available to applicants with disabilities, and we seek their advice on how best to accommodate their needs.
- When making interview arrangements in writing or verbally, we inform applicants that reasonable accommodations are available during the assessment

and selection processes.
- When an applicant has made a request for an accommodation during the selection process, we:
    - Consult with the applicant to determine the appropriate accommodation.
    - Put the appropriate accommodation in place during the assessment or selection process.

2. Mention workplace accommodations when offering employment.

Policy Statement:

When hiring, we inform selected applicants of IISD measures, policies, and practices for accommodating employees with disabilities.

Practices and Measures:

- We include information about workplace accommodations in our letter of offer to new employees.
- We include information about workplace accommodations in our new employee orientation materials.

Employment Accessibility Requirements

3. Inform employees about accommodation policies and practices.

Policy Statement:

We keep employees informed about IISD accommodation measures, policies, and practices for employees with disabilities. We also provide updates to employees when this information changes.

Practices and Measures:

- We provide information to employees about our policies for employees with disabilities and any updates in multiple ways, such as:
    - Posted on an internal site, public website, on social media, in newsletters,

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blogs, memos, or through staff emails
- o Posted in the staff room or high-traffic areas
- o Included in posters, brochures, pamphlets, or advertisements
- o Through discussions with management (in person, by phone, or through email)
- o During staff meetings

4. Communicate in a way that meets employees' needs.

Policy Statement:

We aim to meet the communication needs of IISD employees by providing workplace information and communications in ways that are easy to access for everyone.

If requested by an employee with a temporary or permanent disability, we:

- Consult with the employee to identify the accessible formats or communication supports needed when providing information to the employee.
- Ensure that identified accessible formats or communication supports are continually used when providing information to the employee.

Practices and Measures:

- To meet an employee's communication needs, we ask the employee what accessible format or communication support is most appropriate for them.
- We provide information to employees in multiple ways to meet everyone's needs, , such as posting information on our notice board in the staff room and circulating information electronically by email in accessible formats.

5. Provide individualized accommodation plans.

Policy Statement:

Our policy is to provide reasonable accommodations by developing and documenting individualized accommodation plans for employees with disabilities who request them.

Practices and Measures:

The individualized accommodation plan includes:

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- Accessible formats and communication support, if requested
- Workplace emergency response information, if required
- Details of how and when any other accommodations will be provided
- When the plan will be reviewed

Our employees will participate and cooperate in the accommodation process by:
- Providing related information and taking part in assessments, if requested by the employer
- Complying with the individualized accommodation plan
- Offering ongoing feedback related to modifications, including whether the accommodation is no longer required

Supervisors will review the accommodation plan on the [3-month anniversary] date and in combination with regular [annual] employee reviews.

Supervisors will also review an employee's individualized accommodation plan and update if required, when:

- The employee's workspace is modified or relocated
- The employee's responsibilities have changed
- Other workplace changes have occurred that affect the accommodation
- The employee has made a request to review and update the accommodation plan

A. Request for an individualized accommodation plan

We support employees by providing reasonable accommodations in the workplace. Employees may make a verbal or written request to their [manager, supervisor, or other human resources representative] for an individualized accommodation plan.

B. Assessment of employee and accommodation required

We will assess the employee and possible accommodations on an individual basis.

We may request that the employee provide documentation from a health practitioner who supports the need for the accommodation.

We may request, and cover costs for, an evaluation by an independent regulated health

professional or other practitioner in the area of workplace accommodations for employees with disabilities.

C. Assistance for the employee in developing the accommodation plan

An employee may request assistance with developing the plan, including:

- HR or another person who is knowledgeable about workplace accommodations for employees with disabilities.

D. Accessible formats

We meet the communication needs of our employees by providing them with a copy of their plan, or an explanation for denying the request to introduce a plan, in a format and with any communication support to meet the needs of the employee.

E. Reasons for denying a request

We may deny an employee's request for an individualized accommodation plan in the following circumstances:

- The employee is able to carry out most of the job without an accommodation.
- The independent regulated health professional(s) does not support the employee's self-assessed requirement for a workplace accommodation.
- Our research and evidence show that the accommodation request would cause undue hardship (e.g., by creating safety risks to other employees or a significant measurable financial burden).

F. Maintaining privacy

We maintain employee privacy regarding accommodation plans and personal health information by following the practices outlined in point 10, below.

6. Manage performance.

Policy Statement:

We ensure our performance management process takes into account:

- That an employee may be temporarily or permanently disabled by one or more

barriers in the workplace
- An employee's individualized accommodation plan
- That the accommodations provided for an employee may not fully address a workplace barrier

Practices and Measures:

- We meet with new staff 6 months into employment and at least once annually to discuss progress, new goals, and any challenges. Existing or newly required workplace accommodations are discussed, including individualized accommodation plans and any assistance required during emergencies.
- We speak with employees when they do not follow company policy or meet expectations and offer a spoken and written warning of consequences, including disciplinary action.
- We discuss existing workplace accommodations and propose modifications or new workplace accommodations if we believe this could help improve the performance of an employee with a disability.
- Prior to imposing disciplinary measures, we consider whether there is a connection between concerns about job performance and workplace barriers.

7. Provide career development, training, internal advancement, and reassignment.

Policy Statement:

When providing career development, training, or opportunities for internal advancement or reassignment, we ensure the process for recruiting and selecting candidates takes into account:

- That an employee may be temporarily or permanently disabled by one or more barriers in the workplace
- An employee's individualized accommodation plan
- That the workplace accommodation provided for an employee with a disability may not fully address the workplace barrier

Our practices and measures aim to ensure that workplace accommodations do not

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negatively affect access to career development.

Practices and Measures:

- We recruit and select candidates based on objective criteria, such as current training, job experience, skills, and number of years on the job.
- If a candidate has an individualized accommodation plan, we ensure it is adequate to address any barriers presented by the new opportunity, or we modify the plan accordingly.
- Our training program and methods for career development are accessible to all employees. If a barrier is identified, we attempt to remove or reduce it.

8. Put return to work processes in place.

Policy Statement:

Our return to work policy reflects our commitment to providing a safe and healthy working environment for employees who are, or have been, absent from work due to a disability or health condition, and require reasonable accommodations to return to work.

We include a description of the process we will follow in determining the accommodations necessary to facilitate the return to work of employees who have been absent due to a disability or health condition.

Our return to work policy ensures reasonable accommodations for employees who are not at the workplace or absent from work partially or fully due to a disability or health condition. We will make efforts to modify employees' duties and work schedule based on their functional abilities. Our aim is to increase duties safely to help employees reach their full potential.

Practices and Measures:

- We keep in touch with absent employees and the [Workers Compensation Board of Manitoba (WCB)](#) (where involved) throughout the employees' recovery to help them maintain a connection with their workplace and to show they are valued.

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- We offer meaningful and productive modified or alternate duties that are safe and within the employee's functional abilities.
- We are flexible and tailor the return to work plan to the employee's needs.
- We ensure supervisors and co-workers support employees who have been absent due to a disability and participate in the return to work process.
- We educate staff on why returning to work is good for business and outline the expectations for supporting an employee in a modified role.
- We follow WCB's return to work process.
- We recognize that pandemics like COVID-19 pose serious health threats to people with pre-existing conditions, and we accommodate affected employees.

9. Provide workplace emergency response information.

Policy Statement:

We notify all employees of steps to be taken during emergencies, to ensure the safety of employees who are temporarily or permanently disabled. We ensure workplace emergency response information is specific to each employee's needs and the physical nature of the employee's workspace.

Once we learn an employee requires assistance during a workplace emergency, we offer the employee individual workplace emergency response information as soon as possible.

We review the workplace emergency response information provided to an employee each time:

- The employee is moved to a different workspace
- The employee's workspace is modified
- We review our general emergency response plans and make changes that would affect the employee's response to an emergency in the workplace

If an employee who receives workplace emergency response information requires the assistance of another person during an emergency, we obtain consent from the employee on who will assist, and we inform that person how to assist.

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Practices and Measures:

- We annually send a memo to all employees to inquire whether they need assistance during an emergency and to remind them of the office or building's emergency plan.
- We regularly discuss general accessibility and identify barriers during Workplace Safety and Health meetings.
- In a situation where an employee cannot descend the stairs to exit the building during an evacuation, with permission from the employee, we identify someone to remain with this person in the (designated safe area).
- The office administrator, who acts as fire marshal, ensures communication with these employees during the emergency by (cellphone or two-way radios).
- The person acting as fire marshal notifies the fire department about the number and location of employees who remain in the building.

10. Maintain privacy.

Policy Statements:

We protect the privacy and confidentiality of employees' personal information and personal health information. We only collect, use, and disclose information as required for the purposes of the Accessibility Standard for Employment, unless otherwise agreed to by the employee.

We also follow the requirements of other privacy legislation, including The Freedom of Information and Protection of Privacy Act (Manitoba) and The Personal Health Information Act (Manitoba).

Practices and Measures:

- We follow proper protocol when storing confidential employee information.
- We protect our employees' personal information and personal health information at all times by taking the following steps such as using confidential forms or locking file storage and limiting access to human resources and managers only.

11. Provide training.

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Policy Statements:

We provide training to staff with the following responsibilities on how to accommodate employees with a disability:

- Recruiting, selecting, or training employees
- Supervising, managing, or coordinating the work of employees
- Promoting, redeploying, or terminating employees
- Developing and implementing employment policies and practices

Training content includes:

- How to make employment opportunities accessible to people with disabilities.
- How to interact and communicate with applicants or employees who face barriers, use assistive devices, or are assisted by a support person or service animal.
- An overview of the Accessibility for Manitobans Act, the Human Rights Code (Manitoba), and the Accessible Employment Standard.
- Our organization's accessible employment policies, practices, and measures, including updates or changes.

Practices and Measures:

- We train new employees and management as soon as reasonably possible, and no later than 1 month after hiring.
- We provide refresher training regularly, including informing staff about updates to policies, practices, and measures. Training is offered every two years, and as needed, following updates.
- HR maintains records of who has taken training and when in the HRIS system at IISD.

12. Keep a written record of accessibility and training policies.

Policy Statements:

We keep a written record of our accessibility and training policies. Our written documents include a summary of the content of our training material and a list of dates when training is offered.

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We let the public know that our policies are available upon request, and we provide these in a format that is accessible for the user.

Practices and Measures:

We will let the public know that our accessibility and training policies are available in the following ways:

- Posted on the website, on social media, or in newsletters.
- Posted at our building entrance, ticket counter, service reception desk, or in high-traffic areas.
- Included in posters, brochures, pamphlets, or advertisements.
- Through employees, volunteers, or management (in person, by phone, or through recorded greetings).
- We provide our policies within a reasonable timeframe, and in a format that meets the needs of individuals with a disability, at no additional cost.

Definitions

Accessible format means communicating information in a way that works for a person disabled by a barrier, and includes large print, recorded audio, electronic formats, and braille.

Communication support means a support used to help communicate with a person disabled by a barrier and includes sign language, captioning, and augmentative and alternative communication supports.

Performance management process means any process used by an employer to manage the work of individual employees or to plan, monitor, and review an employee's work objectives and overall contribution to the employer's organization.

Reasonable accommodation is an adjustment to how things are normally done in order for an employee to perform their employment responsibilities or access the benefits available to them by virtue of their employment. It would not result in undue hardship to the employer.

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Return to work process is a proactive way to help employees with disabilities and health conditions to stay at work or return to work as soon as it is safe to do so. This typically involves modifying and graduating employee duties and hours at work, according to their functional abilities.

Forms

Employee Emergency Information Worksheet

Individualized Accommodation Plan Worksheet

Approved By:

Richard Florizone
President and Chief Executive
Officer IISD

Revision History

Revision #	What was changed	Why was it changed	Date/approved by
1.0			
1.1			

Review of Policy

This policy will be reviewed by the Audit Committee every other year, at a minimum, or sooner if warranted by internal or external events. Changes to the policy will be recommended by the Audit Committee to the Board of Directors.