



ACCESSIBLE EMPLOYMENT PRACTICES

POLICY

Cook's School Day Care Inc will strive at all times to make our employment and contract worker practices accessible to meet the needs of current employees, contract workers (home child care providers) and job applicants with disabilities.

PROCEDURE

HIRING

When hiring or beginning a contract, the following information will be included in job postings:

Cook's School Day Care Inc welcomes and encourages applications from people with disabilities. All possible accommodations are available on request for candidates taking part in all aspects of the selection process.

During the Hiring Process

Job applicants will be informed when they are selected for an interview that all possible accommodations will be provided. If an applicant or successful candidate requests an accommodation, their needs will be discussed to allow all possible adjustments to be made to support them.

WORKPLACE INFORMATION

Workplace information will be provided in an accessible format upon request by an employee or contract worker. The information includes, but is not limited to:

- Any information workers need to perform their jobs (e.g. job descriptions and manuals).
- General information that is available to all workers at work (examples: newsletters, bulletins about policies and health and safety information).
- Accessible emergency information.

Employees or contract workers with disabilities will be consulted to determine how they need to receive information.

HOW TO MAKE INFORMATION ACCESSIBLE

THE LAW

Cook's adheres to the basic requirement to let the public, employees or contract workers know that written information and other forms of communication will be made accessible, upon request. Accessibility information is provided on our website and posted on a bulletin board in the main entrance of the head office.

If a person with a disability asks for accessible information or requires communication supports, they will be consulted to determine how to meet their needs. The information will be provided in a timely manner.

A fee is not charged for providing information in an accessible format.

Exceptions

In some cases it may not be possible to make information accessible. Examples:

- It is not possible technically to convert a document to an accessible format. The reason will be explained and a short summary will be provided instead).
- The information comes from another organization.
- Cook's does not control the information.
- The information is found on products or product labels.

FOUR TYPES OF INFORMATION THAT MAY REQUIRE ACCOMMODATIONS BE MADE

1. EMERGENCY AND PUBLIC SAFETY INFORMATION

This includes, but is not limited to:

- Emergency plans and procedures.
- Maps, warning signs and evacuation routes (e.g., a map pointing out emergency exits).
- Information about alarms or other emergency alerts (e.g., procedure that explains what to do if you hear a fire alarm).

Examples:

- The fire escape procedures are posted. When a person with vision loss asks for this information, talk to the person about the person's needs. Walking the person through the evacuation procedure may be the solution.
- The emergency procedures may be complex for a person with a learning disability. Meeting with the person and explaining the procedures in clear language to make them easier to understand may be the solution.
- A person with an anxiety disorder may become anxious in group learning situations. Offering to go over information with the person personally may be the solution.
- A short video identifying what to do if someone gets hurt may be provided in transcript form to describe what's said in the video to a person with hearing loss.

2. FEEDBACK PROCESSES FOR EMPLOYEES, CONTRACT WORKERS AND THE PUBLIC

Instead of providing only one method for feedback (e.g., hand-written letters), Cook's accepts feedback in other ways (e.g. over the telephone, by email, questionnaires or comment cards).

Examples:

- Online or one-on-one conversations and surveys may be conducted with people with hearing loss.
- One-on-one conversations and surveys may be a solution for person with vision loss.

3. EMPLOYEE AND CONTRACT WORKER INFORMATION

Accessible workplace information is provided upon request for an employee or contract worker with a disability. This includes, but is not limited to:

- Any information that an employee or contract worker needs to perform the job.
- General information that is available to all employees or contract workers (i.e., company newsletters, bulletins about company policies and health and safety information).
- Information about emergency procedures.

Consultations with employees or contract workers with disabilities are conducted to determine what would help make information accessible to them. The format chosen will meet the needs of the employee.

Example:

- An employee or contract worker with low vision who uses a screen reader, may be provided staff information in a structured Word file that works with her reader.

4. OTHER PUBLIC INFORMATION

Cook's will endeavour to provide all print documents and information provided to the public on web sites and handheld devices in an accessible format in a timely manner, upon request.

Example:

- If a request for written information in braille by a person with low vision is made, Cook's will determine if an alternate format that a screen reader can access would suffice. Cook's does not have information available in braille (at this point).

TYPES OF ACCESSIBLE FORMATS (NOT LIMITED TO THIS LIST)

- HTML and Microsoft Word.
- Braille.
- Accessible audio formats.
- Large print.
- Text transcripts of visual and audio information.

TYPES OF COMMUNICATION SUPPORTS (NOT LIMITED TO THIS LIST)

- Reading the written information aloud to the person directly.
- Exchanging hand-written notes (or providing a note taker or communication assistant).
- Captioning or audio description.
- Assistive listening systems.
- Augmentative and alternative communication methods and strategies (e.g., the use of letter, word or picture boards, and devices that speak out).
- Sign language interpretation and intervenor services.
- Repeating, clarifying or restating information.

TOOLS TO MAKE INFORMATION ACCESSIBLE

Other tools to improve the accessibility of information include:

- American Sign Language (ASL): Uses hand shapes, positions, facial expressions and body movements to convey meaning to people who are deaf or hard of hearing.
- Braille: Is a tactile system of raised dots representing letters or a combination of letters. It is used by people who are blind or deafblind and is produced using braille transcription software.
- Captioning: Uses subtitles to convey the words spoken in a video. They usually appear on the bottom of the screen.
- Digital Accessible Information Systems (DAISY): Is an audio format for people who have trouble with print — including limited vision and learning disabilities like dyslexia. DAISY digital talking books are like audiobooks, but include navigation features to help readers skip forward or back through the material.

- Screen reader software: Use a speech-synthesizer to read text from a computer screen or convert it to braille. The information must be formatted properly (in a structured electronic file) for the screen reader to recognize it.
- Structured electronic files: Includes information about how elements of the document are formatted (e.g., titles, section headings). They can be created using "styles" in most standard word processing programs. Documents created as structured electronic files are easier to convert to accessible formats (including braille, DAISY and web pages) and allow screen readers to navigate the information effectively.

TALENT AND PERFORMANCE MANAGEMENT

Cook's considers the needs of an employees and contract workers with disabilities, if applicable, when:

- Holding formal or informal performance reviews.
- Promoting or move them to a new job.

Examples:

- Making documents available in accessible formats (e.g., large print for people with low vision).
- Providing feedback and coaching in a way that is accessible to them (e.g., using plain language for someone with a learning disability).
- Providing the accommodations they need to successfully learn new skills or take on more responsibilities.

COMMUNICATE ACCESSIBILITY POLICIES

All employees and contract workers are informed about all policies, including those that support people with disabilities. Policies are reviewed with employees and contract workers prior to commencement of duties, annually thereafter, and if changes are made.

Some methods of informing about new or revised policies include but are not limited to:

- Newsletters.
- Emails.
- Memos.
- Websites.
- Bulletin boards.
- Staff meetings.
- One-on-one conversations.

ACCOMMODATION PLANS & RETURN TO WORK PROCESS

These requirements do not apply to private-sector and non-profit organizations with fewer than 50 workers.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy that does not respect and promote the dignity, independence, integration and equal opportunity of people with disabilities will be modified or removed. Our policies are maintained and updated regularly to reflect our practices, employees and best serve our customers.