

Policy and Procedure			
Department:	Human Resources (HR)	PP No.	HR-007
Section:	Accessibility	Replaces:	April 2021
Subject:	<b>Accessible Employment Policy</b>	Date Issued:	May 2021
Issued by:	Human Resources	Owner Alert:	
Distribution:	HR	Distribution Alert:	
Approved by:	CEO	Page:	1 of 4

## **Note: This policy is available in a large font format.**

### **PURPOSE**

Stephenson's Rental Services is committed to providing accessible employment opportunities to all job applicants, job candidates and employees during the following stages of employment.

- Recruitment – Advise job applicants that we will accommodate them during the hiring process.
- Assessment & Selection – Advise job candidates that they will be accommodated during the assessment of their skills, experience and education through discussions about how we can best meet their needs.
- Hiring – Providing an offer of employment that includes notice about policies for accommodating employees with disability.
- Employment, Workplace Information and Performance Management – Providing reasonable accommodations throughout employment which could include training, alternate formats for communications, etc.

### **POLICY**

#### Definitions

Persons with Disabilities – Any person that has a disability as defined under the Alberta Human Rights Act and Ontario Human Rights Code (e.g. Person with a Visual Impairment, Person with a Hearing Impairment, etc.).

Support Persons – Any person that accompanies and assists a person with a disability.

Support Devices – Any assistive devices or aids including wheelchair, walker, service animal, etc.

## Recruitment

Stephenson's will advise job applicants that we provide accommodations during the hiring process. This will include:

- Job applications available at all stores will indicate that Stephenson's welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.
- All postings will include wording to confirm that accommodations are available on request.

Ways that we can accommodate during the Recruitment process include, but are not limited to, the following:

- Assisting candidates in the completion of application forms.
- Providing application forms with large font.
- Allowing Support Persons to assist in the completion of the applications.
- Having job descriptions available that outline the physical demands required for each position.

## Assessment & Selection

Stephenson's will advise candidates during the selection process that accommodations related to the assessment are available upon request. This will include, but not limited to:

- Phone interviews that start with the interviewer advising candidates that Stephenson's welcomes and encourages applications from people with disabilities and asks the candidate what, if any, accommodations can be provided.
- Interview formats can be adjusted to meet the needs of the candidates while maintaining the integrity and fairness of this process. Accommodations could include having a support person assist in the interview or completing the interview in written format instead of verbal format.

## Hiring

Included in the job offer is a notice about the policies for accommodating employees with disabilities. The hiring manager will be responsible for identifying any specific needs and will work with the Health & Safety Manager to prepare the workplace to address any accommodation needs before the first day of employment. This could include individual emergency plans, ergonomic equipment, specialized software, chairs/stools or pre-employment training.

All new employees will undergo an onboarding and orientation program that will include an overview of Stephenson's accommodation policies.

## Employment, Workplace Information and Performance Management

Stephenson's has an accommodation policy and process in place and provides accommodation for employees with disabilities, family status, religious observance and other reasons as defined under the Human Rights code. If an employee requires specific accommodation at any point during the course of their employment they are to advise their manager so that arrangements can be made for the appropriate accommodations to be in place. In order to support requests, employees will be required to submit the appropriate medical documentation that outlines their disability and specific restrictions or other information to support Stephenson's consideration of other types of accommodation requests.

These accommodations could include modified duties, assistive devices, individual emergency plans and alternate forms of communication. Workplace information is available in accessible formats when requested. This includes any information the employee needs to perform their job, general information that is available to all employees at work, including company newsletters and information about emergency proceeds.

Stephenson's will also take into account the accessibility needs of employees with disabilities when managing employee performance or considering employees for promotions or advancement. This includes providing feedback and coaching using plain language for someone with a learning disability.

## Feedback Process

Stephenson's shall give employees the opportunity to provide feedback on the workplace accommodations provided to them. Employees who wish to give feedback on the way Stephenson's is managing the accommodation of their disability, can provide feedback in the following way(s):

- Contact their direct Manager/Supervisor or next level manager (i.e. RDM, Director, VP, etc.).
- Contact the Health & Safety Manager for Stephenson's Rental Services at 905-507-3650 #235 or "asingh@stephensons.ca".

All feedback, including concerns, will be handled in the following manner:

- All concerns will be forwarded to the Health & Safety Manager.
- The Health & Safety Manager will work with the appropriate store, division and individuals to investigate and address the situation.
- A copy of the investigation will be sent to the VP of Human Resources.
- Employees will be contacted within 10 business days with a response to their concerns.

## Responsibilities

### Health & Safety Manager

The Health & Safety Manager shall:

1. Review this policy on an annual basis, and revise where necessary.
2. Provide employees and interested parties with a copy of this policy upon request.
3. Make this policy available in alternate formats upon request.
4. Ensure that all staff members are appropriately trained regarding this policy.
5. Work with managers to develop individual develop plans, emergency plans, etc. as required.
6. Collect and follow up on all customer feedback.

### Managers, Supervisors and anyone involved in the recruiting process

Anyone involved in the recruiting process shall:

1. Review and understand this policy.
2. Ensure that at the start of the recruiting process applicants, candidates and selected employees are aware of Stephenson's commitment to accommodating people with disabilities.
3. To ensure that all employees with disabilities are properly supported and accommodated throughout their tenure with Stephenson's.

**APPLICATION: All Employees**

**INTERPRETATION: Human Resources**

**EXCEPTIONS: None**