

MANUAL:	Administration	Policy No.:	2-E-30
SECTION:	Human Resources-Employee Services		
SUBJECT:	Accessibility and Workplace Accommodation		

PURPOSE:

John Noble Home is committed to providing an inclusive, accessible and barrier-free workplace. The Home is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Integrated Accessibility Standards, and the Ontario Human Rights Code.

John Noble Home will provide reasonable accommodation to employees and applicants with disabilities to support equitable participation in recruitment, employment and the workplace.

SCOPE:

This policy applies to all employees, applicants, and individuals participating in the recruitment and selection process at John Noble Home.

RECRUITMENT AND SELECTION:

John Noble Home will notify applicants that accommodation is available throughout the recruitment and selection process.

When an applicant is selected to participate in an assessment or selection process, they will be advised that accommodation is available upon request in relation to the materials or processes used.

Where an accommodation is requested, Human Resources will consult with the applicant to identify and arrange suitable accommodation that takes into account the applicant's accessibility needs.

When making an offer of employment, John Noble Home includes in the offer letter of the successful applicant an accommodation statement outlining its policies and practices for accommodating employees with disabilities.

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WORKPLACE ACCOMMODATION:

John Noble Home will accommodate employees with disabilities in accordance with the AODA and the Ontario Human Rights Code.

Employees who require workplace accommodation are encouraged to contact Human Resources or their manager to discuss their accommodation needs.

Accommodation may include, but is not limited to:

- modifications to job duties or responsibilities;
- modified work arrangements or schedules;
- accessible formats or communication supports;
- modifications to the physical work environment;
- assistive devices or technology; and
- other measures that may reasonably address an employee's disability-related needs.

Each accommodation request will be considered individually. John Noble Home will consult with the employee to identify appropriate accommodation and will consider the employee's accessibility needs, functional limitations and available accommodation options.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS:

Upon request, John Noble Home will consult with employees with disabilities to provide or arrange for accessible formats and communication supports for information that is required to perform their job and information that is generally available to employees in the workplace.

The type of accessible format or communication support will be determined in consultation with the employee based on their individual accessibility needs.

INDIVIDUAL ACCOMMODATION PLANS:

Where an employee requires workplace accommodation due to a disability, John Noble Home will work with the employee to develop a documented Individual Accommodation Plan, where appropriate.

The Individual Accommodation Plan will be developed in consultation with the employee and will:

- take into account the employee's individual accessibility needs and functional limitations;

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- identify the accommodation measures and supports required for the employee to perform the essential duties of their position and participate in the workplace;
- provide for the employee's participation in the development of the plan;
- allow the employee to request the participation of a representative from their bargaining agent, where applicable, or another workplace representative;
- identify the process for obtaining information or assessments from an outside medical or other expert, where necessary to determine the employee's accommodation needs or appropriate accommodation. Where John Noble Home requires such an assessment, the Home will arrange and pay for the assessment;
- protect the privacy and confidentiality of information relating to the employee's disability and accommodation needs;
- identify the frequency with which the Individual Accommodation Plan will be reviewed and updated, including where the employee's accommodation needs, work location, duties or circumstances change;
- identify the steps to be followed where a requested accommodation cannot be provided, including providing the employee with the reasons for the decision and considering alternative accommodation where appropriate; and
- be provided to the employee in an accessible format where requested.

Where an employee's accommodation involves modified duties or a return to work following an illness or injury, the John Noble Home **Return to Work Program (Modified Work Program)** will be used in conjunction with this policy and the Individual Accommodation Plan, where applicable.

Where an Individual Accommodation Plan includes individualized workplace emergency response information, the requirements set out in the **Workplace Emergency Response Information** section of this policy and **Appendix A** will apply.

Individual Accommodation Plans will be reviewed periodically and whenever there is a change in the employee's accommodation needs, job duties, work location or other circumstances that may affect the accommodation.

Where a requested accommodation cannot be provided, Human Resources will communicate the reasons for the decision to the employee and will consider whether an alternative accommodation can reasonably be provided.

WORKPLACE EMERGENCY RESPONSE INFORMATION:

John Noble Home will provide individualized workplace emergency response information to an

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employee with a disability where individualized information is necessary because of the employee's disability and John Noble Home is aware of the need for accommodation.

Employees are not required to disclose a disability or request individualized workplace emergency response information unless they require accommodation. Where John Noble Home becomes aware that an employee requires individualized emergency response information, Human Resources will consult with the employee to determine the assistance, supports or procedures required to enable the employee to respond safely during a workplace emergency.

Where individualized workplace emergency response information is required, Human Resources will work with the employee to complete the **Individualized Workplace Emergency Response Information – Employee Accommodation Form (Appendix A)**.

Where the employee requires assistance during an emergency, Human Resources will identify the appropriate person or persons to provide assistance and, with the employee's consent, provide the designated person(s) with the relevant information necessary to assist the employee.

The information will be provided as soon as practicable after John Noble Home becomes aware of the need for accommodation.

The individualized workplace emergency response information will be reviewed:

- when the employee moves to a different work location within the organization;
- when the employee's overall accommodation needs or Individual Accommodation Plan are reviewed;
- when John Noble Home reviews its general workplace emergency response procedures; or
- when the employee's emergency response needs change.

Any changes identified through the review will be documented and communicated to the appropriate individuals.

Individualized workplace emergency response information will be maintained confidentially and shared only with individuals who require the information to provide emergency assistance, subject to the employee's consent and applicable privacy requirements.

RETURN TO WORK AND MODIFIED WORK:

Where an employee has been absent from work due to a disability and requires accommodation upon returning to work, John Noble Home will follow its applicable modified work and return-to-work processes.

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The return-to-work process will take into account the employee's individual accommodation needs and applicable medical or functional restrictions.

PERFORMANCE MANAGEMENT:

Where John Noble Home uses performance management processes, the accessibility needs of employees with disabilities and any applicable Individual Accommodation Plan will be taken into account. Where necessary, accommodation will be provided to enable an employee to participate equitably in the performance management process.

CAREER DEVELOPMENT AND ADVANCEMENT:

John Noble Home will take into account the accessibility needs of employees with disabilities and any applicable Individual Accommodation Plan when providing career development, advancement or redeployment opportunities.

RESPONSIBILITIES:

Human Resources is responsible for:

- supporting the development and implementation of workplace accommodations;
- consulting with employees regarding accommodation needs;
- maintaining appropriate accommodation documentation;
- ensuring employees are informed of applicable accommodation supports;
- supporting accessible recruitment and selection practices; and
- coordinating individualized workplace emergency response information where required.

Managers and Supervisors are responsible for:

- supporting an inclusive and accessible workplace;
- identifying and addressing workplace barriers;
- participating in the accommodation process as required; and
- maintaining confidentiality regarding employee accommodation information

Employees are responsible for:

- communicating their accommodation needs to Human Resources or their manager;
- participating in the accommodation process;
- providing information reasonably required to understand functional limitations and accommodation needs; and
- notifying Human Resources of changes that may affect their accommodation.

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POLICY AVAILABILITY AND COMMUNICATION:

John Noble Home will inform employees of its policies and practices used to support employees with disabilities. New employees will be provided with information regarding workplace accommodation as soon as practicable after commencing employment.

Employees will be advised of changes to accommodation policies when such changes occur.

COMPLIANCE:

John Noble Home will administer this policy in accordance with the Accessibility for Ontarians with Disabilities Act, 2005, the Integrated Accessibility Standards, the Ontario Human Rights Code, and other applicable legislation and organizational policies.

Questions regarding accessibility or workplace accommodation should be directed to Human Resources.

DATE APPROVED:	August 2026
DATE REVIEWED:	
DATE REVISED:	



APPENDIX A

INDIVIDUALIZED WORKPLACE EMERGENCY RESPONSE INFORMATION

Employee Accommodation Form
John Noble Home
Accessibility and Workplace Accommodation Policy
Confidential – Human Resources

A. EMPLOYEE INFORMATION

Employee Name: _____
Position/Job Title: _____
Department/Unit: _____
Manager/Supervisor: _____
Date Form Completed: _____

B. PURPOSE OF THIS FORM

This form is used to document individualized workplace emergency response information for an employee whose disability requires specific assistance or individualized information during a workplace emergency.

The form is intended to identify the employee's functional emergency response needs and required assistance. Employees are not required to disclose a diagnosis unless such information is necessary for the accommodation process.

C. EMERGENCY RESPONSE NEEDS

1. Does the employee require individualized emergency response information or assistance?

☐ Yes

☐ No

If yes, describe the employee's functional emergency response needs:

2. What emergency situations may require individualized assistance?

☐ Fire/Evacuation

☐ Medical Emergency

☐ Severe Weather

☐ Power Outage



- ☐ Hazardous Material/Chemical Incident
☐ Lockdown/Security Emergency
☐ Other: _____

D. ASSISTANCE REQUIRED

Please describe the assistance or accommodation required during an emergency.

Examples may include assistance with:

- evacuation;
- navigating stairs or designated evacuation routes;
- receiving or understanding emergency instructions;
- communication;
- mobility;
- use of an assistive device;
- locating a safe area; or
- other disability-related emergency needs.

Required assistance/support:

E. EMPLOYEE-SPECIFIC EMERGENCY PROCEDURES

Preferred evacuation route or location, if applicable:

Specific instructions or considerations for assisting the employee:

Equipment, assistive device or other support required during an emergency, if applicable:

Other relevant emergency response information:



F. DESIGNATED PERSON(S) TO PROVIDE ASSISTANCE

Where the employee requires assistance during an emergency, John Noble Home may designate an appropriate person or persons to assist the employee.

Designated Person #1

Name: _____

Position/Department: _____

Work Location: _____

Designated Person #2

Name: _____

Position/Department: _____

Work Location: _____

Additional designated person(s), if applicable:

G. EMPLOYEE CONSENT TO SHARE INFORMATION

I understand that John Noble Home may need to provide relevant individualized workplace emergency response information to the person(s) designated to assist me during an emergency.

I consent to John Noble Home sharing the necessary emergency response information with the designated person(s) identified above for the purpose of providing emergency assistance.

Employee Name: _____

Employee Signature: _____

Date: _____

☐ I do not require a designated person to provide assistance.

H. CONFIDENTIALITY

Information contained in this form will be treated as confidential and will be maintained in accordance with applicable privacy requirements and John Noble Home policies.



Only information reasonably necessary to provide emergency assistance will be shared with designated individuals.

Medical diagnoses or other medical information will not be included unless necessary for the accommodation process.

I. REVIEW REQUIREMENTS

This individualized workplace emergency response information must be reviewed:

- ☐ When the employee moves to a different work location within John Noble Home.
- ☐ When the employee's overall accommodation needs or Individual Accommodation Plan are reviewed.
- ☐ When John Noble Home reviews its general workplace emergency response procedures.
- ☐ When the employee's emergency response needs change.
- ☐ Other: _____

Date of Review: _____

Reviewed By (HR): _____

Employee Consulted: ☐ Yes ☐ No

Changes Required: ☐ Yes ☐ No

If changes are required, describe:

J. IMPLEMENTATION

Date individualized emergency response information provided: _____

Relevant individuals informed: _____

Employee provided with a copy: ☐ Yes ☐ No

Information provided in an accessible format, if requested: ☐ Yes ☐ No ☐ N/A

HR Representative: _____

Signature: _____

Date: _____

CONFIDENTIAL HR RECORD



This form is to be maintained by Human Resources with the employee's accommodation information and is not intended to form part of the employee's general personnel file. The information contained in this form must only be disclosed to individuals who require the information to provide or support the employee's accommodation or emergency assistance, subject to the employee's consent and applicable legal requirements.