

Leap Tools - AODA Accessibility Policies and Program

Leap Tools is committed to ensuring equal access and participation for people with disabilities – our team members, clients, suppliers and visitors - in a way that respects their dignity and independence. Ontario law defines a disability as:

- “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 coordination, 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.”

An essential step in fulfilling our commitment is to identify and remove barriers in our company – both in our physical workspace and in the way we function. There are many different types of barriers - they can be visible or invisible; and they can be attitudinal, physical, technological, systemic, or information and communication barriers. Leap Tools is committed to meeting the needs of people with disabilities in a timely manner; we will do so by removing and preventing barriers to accessibility and by meeting our requirements under Ontario’s accessibility laws, including the Customer Service, Employment, and Information & Communication standards.

Leap Tools’ management is responsible for ensuring that the following policies and initiatives are implemented:

TRAINING REQUIREMENTS

As determined by their position and responsibilities at Leap Tools, team members are to complete online training at their earliest practical opportunity, ideally as part of their onboarding process in the first week of their employment. All successful online training provides a Certificate of Completion, which is to be forwarded to our Human Resources department and kept on file. Proof of prior completion of this training will be accepted if the training has occurred no more than twelve (12) months prior to the commencement of engagement with Leap Tools. This training can include any of the following:

- **AODA (Accessibility for Ontarians with Disabilities Act)**

General knowledge of the Act and one's responsibilities:

<https://accessforward.ca/newado/grmodule/>

- **The Code and AODA**

Understanding people's rights and responsibilities under the Human Rights Code and the AODA, and how the Code and AODA work together:

<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda/certificate-version>

- **Customer Service Standard / Integrated Accessibility Standards Regulation**

How to interact and communicate with people with various types of disabilities. This encompasses all forms of communication (in person, electronic and printed), as well as those people with assistive devices, or aided by a support person or support:

<https://accessforward.ca/front/customerService/>

- **Employment Standard / Integrated Accessibility Standards Regulation**

How to make the entire employment experience accessible to people with disabilities:

<https://accessforward.ca/front/employment/>

- **Information & Communication Standard / Integrated Accessibility Standards Regulation**

How to ensure that information and communications are formatted and presented in ways that are accessible to people with disabilities:

<https://accessforward.ca/front/information/>

ARCHITECTURAL AND PHYSICAL BARRIERS

Currently, Leap Tools is operating in a Remote/Work From Home environment. Prior to Leap Tools reinstating an office environment as a workplace option, the management team will designate an individual to conduct an audit of architectural and physical barriers – actual and potential - within our facility. This will include access to the building, washroom(s), meeting rooms, and emergency exits; audio elements such as door bells, security systems and emergency response systems; and visual elements such as poorly-marked signage and poor lighting of workspaces and emergency equipment, including fire extinguishers, first aid kits, and exit paths.

Upon return to the office environment, regular workplace inspections by a designated Health & Safety Representative will inform the management team of issues of 'housekeeping' and organizational issues which may impact physical access, and of issues to building maintenance - for example, non-functioning light bulbs which impact someone with a visual impairment.

Facility Access

Should an individual (e.g., job applicant, team member, client, supplier) request accommodation with regards to physical access to our workplace, the person receiving the request will coordinate with Human Resources.

EMPLOYMENT

Leap Tools provides fair and accessible employment practices to all its prospective and current employees and is committed to providing people with disabilities access to the same opportunities in all areas relating to employment.

Recruitment

The *Careersphere* page of our company website, on which all of our job postings appear, includes a statement of the availability of accommodation for applicants with disabilities in our recruitment process. If a selected applicant requests an accommodation, the applicant will be consulted by Human Resources and provided with a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.

When making offers of employment, the successful applicant will be notified of our policies for accommodating employees with disabilities.

Accommodations for Employees

Human Resources will continue to inform employees of our policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account a person's accessibility needs due to disability.

Should an employee with a disability wish to request an accommodation, they may contact Human Resources in confidence. Upon receiving the request of an employee with a disability, Human Resources will consult with the employee and the employee's manager (if required) to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform their job, including information as it relates to participating in performance management, or providing career development and advancement to employees. In determining the suitability of an accessible format or communication support, Human Resources will consult with the employee making the request.

For those employees who require individual accommodation due to a disability, Human Resources will work with the employee to develop and document an individual accommodation plan. The accommodation plan will include and will identify any other accommodation including accessible formats and communications supports provided, procedures, and timelines (if applicable), as well as individualized workplace emergency response information (where required). A copy of this accommodation plan will be kept in the employee's confidential personnel file, and the details of this plan will be discussed with the employee's manager as far as it pertains to their ability to manage the employee's job performance, and only with the consent of the employee.

Individualized workplace emergency response information will be provided to employees who have a disability, if the disability is such that the individualized information is necessary, and if the employee makes Human Resources aware of the need for accommodation due to the employee's disability. Where the employee requires assistance, Human Resources will, with the consent of the employee, provide this workplace emergency response information to the person designated to provide assistance to the employee.

Leap Tools will maintain a documented ***Return To Work (RTW)*** 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 RTW process will outline the steps that the company will take to facilitate the return to work and will include a documented individual accommodation plan as part of the process. A copy of this document will be kept in the employee's confidential personnel file, and the details of this plan will be discussed with the employee's manager as far as it pertains to their ability to manage the employee's job performance, and only with the consent of the employee. This RTW process will not replace or override any other RTW process created by or under any other statute (i.e., the Workplace Safety Insurance Act, 1997).

INFORMATION AND COMMUNICATION

Electronic Formatting and Supports

In some instances, providing information to someone in an accessible format may be as simple as reformatting a document with a larger font or in a different colour. In other situations, a document may need to be formatted to be accessible for use with a screen reader. The IT Department will be responsible for providing and maintaining a consistent formatting of any electronic communication device or application developed for the accommodation of a person with a disability, in the execution of their day-to-day duties. Any requests for such accommodation will be provided to the IT department by the individual to whom the employee or job applicant has made the initial request.

Workplace Emergency Response Information

As stated in the Employment section, individualized workplace emergency response information will be provided to employees who have a disability, if the disability is such that the individualized information is necessary, and if Leap Tools is aware of the need for accommodation due to the employee's disability. Where the employee requires assistance, the company will, with the consent of the employee, provide the workplace emergency response information to the person designated to aid the employee.

Accessible Websites and Web Content

Leap Tools will ensure that requirements set out in the legislation conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at level AA, except where this is impracticable.

Feedback process

Leap Tools is committed to ensuring that its process for receiving and responding to feedback is accessible to persons with disabilities. They may provide this feedback to us at: hr@leaptools.com.

Notice of temporary disruption

Should there be an unexpected disruption in the facilities or services usually used by people with disabilities, Leap Tools will provide all possible notice. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. If the disruption impacts any of our employees, they will be informed by a Founder or a member of the Human Resources department. If a client or supplier is impacted, they are to be informed by whomever at our company is their point of contact.