# Accessibility for Ontarians with Disabilities Act, 2005

# Compliance Manual

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## Policy Statement

As you are aware, Kelly Services (Canada), Ltd. (“Kelly Services”) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner. We will do so by making every effort to prevent and remove barriers to accessibility and to accessibility requirements under the *Accessibility for Ontarians with Disabilities Act (the “Act”).*

For more information or to provide feedback about Kelly Services’ accessibility policies, please call us toll free at 1-888-325-2494 (locally in the Greater Toronto Area at 416-368-1058) or send an email to [compliancecanada@kellyservices.com](mailto:compliancecanada@kellyservices.com).

## Accessibility Policy

Under the *Accessibility for Ontarians with Disabilities Act (“AODA”),* all corporations must meet the requirements of the accessibility standards established by the applicable regulations. This policy establishes the accessibility standards for customer service of Kelly Services in accordance with Ontario Regulation 429/07. This policy applies to all employees of Kelly Services, including its agents, volunteers and contracted service staff.

Definitions

**Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Disability:**

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

**Service Animals:** For the purpose of this policy, a “service animal’ is defined as either:

* A “guide dog”, as defined in section 1 of the Blind Persons’ Rights Act; or
* A “service animal” for a person with a disability if it is readily apparent the animal is used by the person for reasons relating to his/her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

**Support Persons:** A support person is defined as, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care of medical needs or with accessing services.

Policy Requirements

* 1. **Accessibility Training**

1. Every person who deals with members of the public or who participates in developing Kelly Services’ policies, practices and procedures governing the provision of goods and services to the public; including Kelly Services staff, volunteers, agents, contractors and others who provide services on behalf of Kelly Services will receive training regarding the provision of goods and services to persons with disabilities.
2. The training will include the following information:

* The purpose of the *AODA*;
* How to interact and communicate with persons with various types of disabilities;
* How to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person;
* How to use equipment made available by Kelly Services to help people with disabilities to access goods and services; and
* What to do if a person with a disability is having difficulty accessing services.

1. Training will be provided to each person according to his or her needs and duties. Training for full-time employees will be incorporated into the new hire training matrix and will be included in the hiring process for temporary employees.

Training will be provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the individuals to whom it was provided will be kept.

* 1. **Accessibility Feedback Process**

Kelly Services accepts feedback from the public in a variety of methods, all of which are set out at the end of the Accessibility Policy, and which include the following:

* By phone;
* In person;
* By email; and
* Through feedback forms.

All feedback is reviewed by the Service Operations Management and the Human Resources department. Complaints are investigated and follow up is provided to the customer if requested.

A copy of Kelly Services’ **Accessibility Feedback Survey** is contained in this Manual as **Appendix A**. The Accessibility Feedback Survey will be provided in an accessible format, or with communication supports, upon request.

* 1. **Use of Service Animals and Support Persons**

1. If a person with a disability is accompanied by a guide dog or other service animal, Kelly Services will ensure that the person is permitted to enter Kelly Services’ facilities with the animal and will be permitted to keep the animal with him or her unless the animal is otherwise excluded by law. Where a service animal is excluded by law, Kelly Services will ensure that other measures are available to enable the person with the disability to obtain, use and benefit from Kelly Services’ goods and services. The service animal must be under the care and control of the individual at all times.
2. If a person with a disability is accompanied by a support person, Kelly Services will ensure that both persons are permitted to enter Kelly Services’ facilities and that the person with the disability is not prevented from having access to the support person. Kelly Services may require the person with the disability to be accompanied by a support person when in a Kelly Services facility, but only if a support person is necessary to protect the health or safety of the person with the disability or the health or safety of others in the facility. If an amount is payable by a support person for admission, or otherwise, to a premises, Kelly Services will ensure notice is given in advance about the amount.
   1. **Assistive Devices**

Kelly Services will allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by Kelly Services. Should a person with a disability be unable to access our services through the use of their own personal assistive device, Kelly Services will assess the delivery and potential service options to meet the needs of the individual.

* 1. **Notice of Temporary Disruptions**

Kelly Services shall provide notice of disruption of services to the public. Any Notice of Disruption will contain the following:

* • Reason for the disruption;
* • Anticipated duration; and
* • Alternative facilities or services.

Company staff will provide such notice in at least one of the following three methods:

* • Notice physically posted at the site of the disruption;
* • Notice on Company website; or
* • Notice in a local newspaper.
  1. **Notice of availability of documents**

Kelly Services will provide the public notice of the availability of the documents required by the *Ontario Regulation 429/07,* upon request. Notice of availability will be provided on Kelly Services web site and through other printed methods.

For more information please see Kelly Services’ **Information and Communications Policy**, a copy of which is contained in this Manual.

* 1. **Format of documents**

If Kelly Services is required by the AODA to give a copy of a document to a person with a disability, Kelly Services will take into account the person’s ability to access the information and will provide the document or information in a format that meets the needs of the individual as agreed upon by Kelly Services and the person.

For more information please see Kelly Services’ **Information and Communications Policy**, a copy of which is contained in this Manual.

Contact Us

For more information or to provide feedback about Kelly Services’ accessibility policies, please call us toll free at 1-888-325-2494 (locally in the Greater Toronto Area at 416-368-1058) or send an email to [compliancecanada@kellyservices.com](mailto:compliancecanada@kellyservices.com).

## Accessibility Plan

This Accessibility Plan outlines the policies and actions that Kelly Services will put in place to improve opportunities for people with disabilities. This Accessibility Plan is intended to complement Kelly Services’ existing Accessibility Policy.

Statement of Commitment

Kelly Services is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the AODA.

Accessible Emergency Information

Kelly Services is committed to providing its customers and clients with publicly available emergency information in an accessible way upon request. We also provide employees with disabilities with individualized emergency response information where necessary.

A copy of Kelly Services’ **Employee Emergency Response Information Form** is contained in this Manual as **Appendix B**. The Employee Emergency Response Information Form will be provided in an accessible format, or with communication supports, upon request.

Training

Kelly Services has provided training to its employees, volunteers and other staff members with respect to Ontario’s accessibility laws and on the Ontario Human Rights Code as it relates to people with disabilities. This training has been provided in a way that best suits the duties of Kelly Services’ employees, volunteers and other staff members.

In addition, effective **January 1, 2015,** Kelly Services has taken the following steps to ensure that its employees are provided with the training necessary to meet Ontario’s accessibility laws:

* Kelly Services has developed and implemented an AODA training seminar that was provided by way of power point presentation and that was distributed to all of Kelly Services’ employees, volunteers, and other staff members situated in Ontario or providing services to Ontario.
* This training was delivered by Kelly Services throughout 2014.
* Records of the training that has been provided have been kept by Kelly Services.

Training will be also provided on an ongoing basis in connection with changes to policies, practices and procedures governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the individuals to whom it was provided will be kept.

Information and Communications

Kelly Services is committed to meeting the communication needs of people with disabilities and will work together with individuals that have informed Kelly Services’ of their disabilities to determine the individuals’ information and communication needs.

Accordingly, effective **January 1, 2015,** Kelly Services has taken the following steps to ensure that its existing feedback processes are accessible to people with disabilities upon request:

* Kelly Services has directed all full-time employees and staff employed in Ontario and or full-time employees and staff providing services to Ontario to provide any feedback about Kelly Services’ Accessibility Policy to contact Human Resources at (416) 646-4215.
* Kelly Services has directed all temporary employees and staff employed in Ontario and or temporary employees and staff providing services to Ontario to provide any feedback about Kelly Services’ Accessibility Policy to call us toll-free at 1-888-325-2494 (locally in the Greater Toronto Area at 416-368-1058) or send an email to [compliancecanada@kellyservices.com](mailto:compliancecanada@kellyservices.com).

Effective **January 1, 2016,** Kelly Services has also taken significant steps to ensure that all publicly available information is made accessible upon request. This includes the following:

* Kelly Services informs the public that it will make information on its website, including policies and procedures, accessible upon request. Kelly Services also informs the public that if an individual with a disability requests an accommodation, Kelly Services will work together with the individual to determine how to meet their needs as soon as it is practicable. This communication will be added to Kelly Services’ existing website content.
* Kelly Services has assessed its procedures for providing information to the public, including reviewing the Kelly Services’ existing website, how its email communications are sent, and its brochures, videos, and presentations to determine whether there is any material that would make it difficult for an individual with a disability to read, hear or understand the information.

Kelly Services will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021:**

* Kelly Services’ website will likely undergo a significant refresh within the next 5 years.
* Kelly Services will ensure that the new website and all its web content published after January 1, 2012 conforms with WCAG 2.0 Level AA requirements, other than providing captions on live videos or audio descriptions for pre-recorded videos.
* Upon the request of an employee, Kelly Services will work with the employee to make the content accessible in accordance with the employee’s needs.

For more information please see Kelly Services’ **Information and Communications Policy**, a copy of which is contained in this Manual.

Employment

Kelly Services is committed to fair and accessible employment practices. Accordingly, Kelly Services has taken the following steps to notify the public and staff that, when requested, Kelly Services will accommodate people with disabilities during the recruitment, hiring and assessment processes:

* Kelly Services notifies candidates and job applicants that it will accommodate individuals with disabilities during the selection process by including the following verbiage on our website and job postings:

*“Kelly Services is committed to providing accommodations for people with disabilities in all parts of the hiring process as required by the Accessibility for Ontarians with Disabilities Act, 2005. Kelly Services will work with applicants to meet accommodation needs that are made known to Kelly Services in advance.”*

* Kelly Services trains its interviewers and recruiters to notify job applicants when they are individually selected to participate in an assessment or a selection process that accommodations are available upon request.
* Kelly Services assigns a designated person that candidates can contact should they require an accommodation.
* Kelly Services includes the following verbiage in its employment offer letters or other communications:

*“Kelly Services has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability or a medical need, please contact [designated contact person’s name] at [telephone number] or by email at [email address], so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.”*

Kelly Services has also taken the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees who have been absent due to a disability:

* Kelly Services’ employees have been informed of Kelly Services’ policies for supporting employees with disabilities through an email communication to all staff employed in Canada.
* Kelly Services has developed an Accommodation Plan to document accommodation requests and will involve employees in the development of such plans.
* Kelly Services reviews and updates the Accommodation Plan with its employees and will provide the Accommodation Plan in an accessible format, upon request.
* Kelly Services provides detailed reasons to an employee when an accommodation request is denied.
* For employees who have been absent from work due to a disability and require an accommodation to return to work, Kelly Services works with the employee to create an accommodation plan to suit the employee’s needs.
* Kelly Services has created and developed Return to Work Guidelines for all temporary and full-time employees related to non-work related injuries supplementary to its current Return to Work Policy, which applies to employees who have been injured on the job or are recuperating from personal injury or illness.
* Kelly Services ensures that its Return to Work Policy and Return to Work Guidelines are compliant with AODA and all other applicable legislation.

Kelly Services has also taken the following steps to ensure that the accessibility needs of its employees with disabilities are taken into account if Kelly Services is using performance management, career development and redeployment processes:

* Kelly Services consults with the employee with the disability in an attempt to determine whether an identified challenge is a performance or disability-related issue.
* Kelly Services asks employees with a disability if they require any accommodations to meet workplace standards soon after they are initially hired.
* Kelly Services will, with the employee’s consent, contact the employee’s treating physician or therapist in an effort to understand the employee’s restrictions and limitations in the work environment based on the employee’s disability.

For more information please see Kelly Services’ **Employment Policy**, a copy of which is contained in this Manual.

Design of Public Spaces

Kelly Services will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces on or after **January 1, 2017.** Public spaces could include:

* Service-related elements such as service counters, fixed queuing lines, and waiting areas.
* Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas, and accessible pedestrian signals
* Accessible off-street parking

Additional Information

For more information on this accessibility plan as it relates to Kelly full-time employees, please contact Human Resources at:

* Phone: (416) 254-0877
* Email: [renee.kerr@kellyservices.com](mailto:renee.kerr@kellyservices.com)

For more information on this accessibility plan as it relates to Kelly temporary employees, please contact Service Department at:

* Phone: (902) 401-5426
* Email: [anne.graham@kellyservices.com](mailto:anne.graham@kellyservices.com)

## Information and Communications Policy

Kelly Services is committed to meeting the communication needs of people with disabilities. Accordingly, Kelly Services will work together with individuals that have informed Kelly Services of their individual disability in an effort to determine each individual’s information and communication needs.

Accessible Formats and Communication Supports

Upon request, Kelly Services will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.

Kelly Services will provide the accessible formats and communication supports in a timely manner that takes into account the person’s accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

In providing the accessible formats and communication supports, Kelly Services will consult with the person making the request to determine the suitability of an accessible format or communication support.

Informing Employees of Supports

Kelly Services will implement policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations, that take into account its employees’ individual accessibility needs.

These policies will be made available on Kelly Services’ website and will be available in an accessible format, and with communication supports, upon request. Employees will be informed of the availability of these policies upon receiving an offer of employment from Kelly Services.

When a change is made to any policy that is used to support employees with disabilities, Kelly Services will provide the updated information to its employees. This will be accomplished by ensuring that up-to-date information is available on Kelly Services’ website and that it can be provided in an accessible format, or with communication supports, upon request.

Accessible Formats and Communication Supports for Employees

Upon request, Kelly Services will consult with an employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order for the employee to perform his or her job and for information that is generally available to employees in the workplace.

In providing the accessible formats and communication supports, Kelly Services will consult with the employee making the request to determine the suitability of an accessible format or communication support.

## Employment Policy

Kelly Services is committed to fair and acceptable employment practices. Accordingly, Kelly Services is prepared to undertake the following in full satisfaction of its obligations pursuant to the *AODA*.

The Recruitment Process

Kelly Services is committed to providing accommodations to people with disabilities in all parts of the hiring process. As such, upon being made aware of an applicant’s disability, Kelly Services will work with the applicant to provide accommodation in the recruitment process.

To achieve this, Kelly Services will notify job applicants who are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

In circumstances where a selected applicant requests an accommodation, Kelly Services will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.

In addition, when making offers of employment, Kelly Services will notify the successful applicant of its policies for accommodating employees with disabilities.

Informing Employees of Supports

Kelly Services has implemented policies used to support its employees with disabilities, including a policy regarding the provision of job accommodations that takes into account its employees’ individual accessibility needs. This policy, entitled **AODA: Accommodation Policy**, is contained in this Manual as **Appendix C**.

All of Kelly Services’ policies pertaining to accommodation and support for its employees with disabilities will be made available on Kelly Services’ website and will be available in an accessible format, and with communication supports, upon request. Employees will be informed of the availability of these policies upon receiving an offer of employment from Kelly Services.

When a change is made to any policy that is used to support employees with disabilities, Kelly Services will provide the updated information to its employees. This will be accomplished by ensuring that up-to-date information is available on Kelly Services’ website and that the information can be provided in an accessible format or communication support upon request.

Accessible Formats and Communication Supports for Employees

Upon request, Kelly Services will consult with individual employees to provide or arrange for the provision of accessible formats and communication supports for information that is needed for the employee to perform his or her job and information that is generally available to employees in the workplace.

In providing the accessible formats and communication supports, Kelly Services will consult with the employee making the request to determine the suitability of an accessible format or communication support.

For more information please see Kelly Services’ **Information and Communications Policy,** a copy of which is contained in this Manual.

Individual Accommodation Plans

Kelly Services is committed to providing an accessible workplace that welcomes and celebrates diversity and strives to eliminate barriers that may restrict or exclude persons on the basis their disability.

Accordingly, Kelly Services has developed and implemented an individual **Accommodation Plan,** which is intended to be used in conjunction with Kelly Services’ **AODA: Accommodation Policy** and is attached as **Appendix D**. Pursuant to the *AODA*, the AODA: Accommodation Policy and Accommodation Plan includes the following elements:

1. **The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.**

Employees seeking accommodation are encouraged to:

* request accommodation in writing, giving as much notice and relevant information as possible;
* provide pertinent information, answer questions and take part in discussions so that appropriate accommodations can be developed;
* provide reports or medical information specifically relevant to the process of identifying appropriate accommodation, if required;
* cooperate with other stakeholders and external experts to develop an Accommodation Plan;
* work with the direct supervisor on an ongoing basis regarding the accommodation process; and
* inform the direct supervisor when the accommodation is no longer needed.

1. **The means by which the employee is assessed on an individual basis.**

Accommodation requests will be dealt with promptly and will be assessed on an individual basis. Upon receiving the request, the employee’s Manager or Supervisor, in consultation with Human Resources if required, may develop an interim accommodation plan while a long-term solution is developed.

1. **The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.**

Kelly Services may request and will pay the cost of an outside medical or other expert if and when necessary to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.

1. **The manner in which the employee can request the participation of a representative from their bargaining agent where the employee is represented by a bargaining agent, or, where the employee is not represented by a bargaining agent, a representative from the workplace in the development of the accommodation plan.**

Kelly Services will endeavour to engage in a collaborative process with the employee to develop an Accommodation Plan. Unionized employees may request the assistance of their union (subject to the terms of the collective agreement). Non-union employees may request the assistance of a representative from the workplace in the development of the accommodation plan.

1. **The steps taken to protect the privacy of the employee’s personal information.**

Medical information is required to verify a disability and clarify the time period for accommodation, etc. Medical reports will be kept in the Human Resources Department or at the branches as applicable and will be treated as strictly confidential and only shared on a need-to-know basis.

1. **The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.**

The direct supervisor and the accommodation seeker shall monitor the success of the Accommodation Plan and shall promptly address any deficiencies or any relevant changes in the workplace or the employee’s needs. Accommodation plans will be updated as necessary.

1. **If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.**

When the provision of accommodation raises the likelihood of undue hardship, or is denied, the direct supervisor or Human Resources will communicate this to the employee in writing, or in an accessible format upon request.

1. **The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.**

The Accommodation Plan, when agreed on, will be put in writing, and signed by the accommodation seeker and the direct supervisor. Upon request, the Accommodation Plan can be provided in an accessible format according to the accommodation seeker’s accessibility needs.

Return to Work Plans

Kelly Services has developed and implemented a written return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. A copy of the return to process is attached at **Appendix “E”.**

This return to work process outlines the steps that Kelly Services will take to facilitate the return to work of employees who were absent because their disability required them to be away from work. Further, this process will be used in combination with the documented individual accommodation plan, as described above and attached at **Appendix “D”,** as part of the return to work process.

### Appendix A: Accessibility Feedback Survey

Kelly is committed to providing exceptional and accessible service to its customers. Goods and services will be provided in a manner that respects the dignity and independence of all customers.

We welcome your feedback and suggestions for improvement. Please tell us how we did today by completing this form and submitting it to:

Email: [compliancecanada@kellyservices.com](mailto:compliancecanada@kellyservices.com)

Fax: 416-368-3987

|  |  |  |
| --- | --- | --- |
| Date of Service: |  | |
| Branch Location: |  | |
| Kelly Branch Representative: |  | |
| Did Kelly meet your customer service needs?  Yes  No | |
| Was our customer service provided to you in an accessible manner?  Yes  Somewhat  No | |
| If not, please provide additional details: | |
| Did you experience any problems while trying to access our services?  Yes  No | |
| Additional comments: | |

We would like the opportunity to follow-up with you directly to discuss any concerns. If you would like to be contacted please include your contact details below.

|  |  |
| --- | --- |
| Name: |  |
| Phone: |  |
| Email: |  |

Personal information contained on this form is collected pursuant to Ontario Regulation 429/07, the *Accessibility Standards for Customer Service* and will be used for the purpose of responding to your request. Questions and requests for additional information can be submitted by calling us toll free at 1-888-325-2494 (locally in the Greater Toronto Area at 416-368-1058), or by sending an email to [compliancecanada@kellyservices.com](mailto:compliancecanada@kellyservices.com).

### Appendix B: Employee Emergency Response Information Form

All information in this document is confidential and will only be shared with the employee’s consent.

**Individualized Workplace Emergency Response Information for:**

|  |
| --- |
| Name: |
| Branch Number/Location: |

**Emergency Contact Information**

|  |  |
| --- | --- |
| Name: | |
| Telephone: | Email: |
| Mobile Phone: | |
| Relationship: | |

**Work Location** (Repeat for other work locations)

|  |  |
| --- | --- |
| Address: | |
| Floor: | Room Name/Number: |

**Emergency Alerts**

[Name of employee] will be informed of an emergency situation by:

Existing alarm system:

Co-worker:

Other [specify]:

**Assistance Methods**

|  |
| --- |
| List types of assistance (e.g. staff assistance, transfer instructions, etc.) |

**Equipment provided**

|  |
| --- |
| List any devices, where they are stored, and how to use them. |

**Evacuation Route and Procedure**

|  |
| --- |
| Provide a step-by-step description, beginning from the first sign of an emergency. |

**Alternate Evacuation Route**

|  |
| --- |
|  |

**Emergency Support Staff**

The following people have been designated to help [employee name] in an emergency.

|  |  |  |
| --- | --- | --- |
| **Name** | **Location and/or Contact Information** | **Type of Assistance** |
|  |  |  |
|  |  |  |
|  |  |  |

**Consent to share individualized emergency response information**

I [Employee Name] give consent to Kelly Services (Canada) Ltd., sharing this individualized emergency response information with the individuals listed above, who have been designated to help me in an emergency.

Signature:

Date:

Form reviewed by:

[Employee]

Next review date:

Form completed by:

[Manager]

Date:

### Appendix C: AODA: Accommodation Plan

The Accommodation Process

Kelly Services is committed to providing accommodations for people with disabilities. Kelly Services works together with employees to determine and implement appropriate accommodation measures. When an employee with a disability requests an accommodation, the following process will be followed.

Step 1. Recognize the Need for Accommodation

Accommodation may be requested either through Human Resources or through an employee’s Manager or Supervisor. The issue of accommodation may also be raised with the employee by Kelly Services upon becoming aware that an employee has or may have a disability. Upon being informed or becoming aware that an employee has a disability, Kelly Services will provide accommodation to the point of undue hardship as required by the Ontario *Human Rights Code*.

Throughout the accommodation process, all possible steps will be taken in order to safeguard the employee’s confidential information. The employee must be informed that Kelly Services does not require details on the nature of the employee’s disability to provide an accommodation. Kelly Services only needs to know about the employee’s functional abilities.

Kelly Services and its subsidiaries respect employees’ privacy and acknowledge that employees have certain rights related to any personal information collected by Kelly Services. As a result, Kelly Services will not collect or maintain an employee’s data without the employee’s consent. Kelly Services will also comply with all international and local privacy laws and has procedures in place to meet the requirements of those laws. Where an employee does not provide requested information, including supporting medical information, this may affect the ability of Kelly Services to provide a suitable accommodation.

Step 2. Gather Relevant Information and Assess Needs

Employees must be active participants in the accommodation process. Where necessary, the employee’s Manager, Supervisor or Human Resources may ask for a functional capacity assessment. Kelly Services will cover the cost of expenses.

The employee’s Manager, Supervisor or Human Resources will then evaluate a range of specific and universal accommodations to find the most appropriate measure. If this is not possible, an external expert may need to be hired, at Kelly’s expense.

If the accommodation is denied, the reason(s) will be provided to the employee in writing or in an alternative accessible format or communication support upon request.

Step 3. Write a Formal Individual Accommodation Plan

Once the most appropriate accommodation has been identified from Step 2, the accommodation details must be written down in a formal Accommodation Plan. Please refer to **Appendix D** for a copy of the Kelly Services individual **Accommodation Plan**.

The written individual Accommodation Plan must:

* Be in the following accessible formats and communication supports, if requested by the employee: (text-to-speech versions, Braille, large print, accessible PDFs, plain language versions, closed-captioning for videos). Upon the request of an employee, Kelly Services will consult with the employee to determine the most appropriate accessible format or communication support, depending on both the needs of the employee and the capacity of Kelly Services to provide the support.
* Protect the employee’s personal information at all times.
* Include a copy of the employee’s **Employee Emergency Response Information Form**, as set out in **Appendix B.**
* Include any other accommodation that is to be provided.

If an individual accommodation is denied, the reason(s) will be provided to the employee in writing or in an alternative accessible format or communication support upon request.

Step 4. Implement, Monitor, and Review the Accommodation Plan.

The employee and the employee’s Manager, Supervisor or Human Resources will monitor the employee’s accommodation to ensure that it has effectively met the employee’s accommodation needs.

A review of the Accommodation Plan will be conducted every six (6) months by the employee’s Manager, Supervisor or Human Resources in order to ensure that the accommodation remains appropriate. The employee’s Manager, Supervisor or Human Resources representative must review the Accommodation Plan if the employee’s work location or position changes and/or the nature of the employee’s disability changes.

If the accommodation is identified as no longer appropriate, the employee and the employee’s Manager, Supervisor or Human Resources will work together to gather relevant information and reassesses the employee’s needs in order for Kelly Services to provide alternative accommodation to the point of undue hardship (Step 2 is repeated).

### Appendix D: Individual Disability-Related Accommodation Plan

Name:       Department:

Date:       Position:

Manager:

Is this plan for a temporary or permanent disability?

If it is for a temporary disability, what is the expected duration of the accommodations to be provided?

|  |
| --- |
|  |

What are the employee’s disability-related needs as identified by a qualified medical practitioner?

|  |
| --- |
|  |

What modifications to the employee’s position are necessary?

|  |
| --- |
|  |

Does the employee require the use of a Personal Assistive Device?  Yes  No

If yes, what device will be used?

Will the Employee require alternative communications?  Yes  No

What Alternative Format or communication support is required?

Will the Employee require a Personal Support Person?  Yes  No

Who is the Personal Support Person?

Does the Employee have a Service Animal?  Yes  No

What type of Service Animal?

Will the employee require any modifications relating to Performance Management  Yes  No

or career path planning?

What accommodations will need to be made?

Will the Employee require a personal evacuation plan?  Yes  No

Will the Employee require assistance to evacuate?  Yes  No

What type of assistance will the Employee require?

Is there any other relevant information to the Employee’s accommodation plan?  Yes  No

What other relevant information is available?

This Accommodation plan will be reviewed on

Employee Employer

Date Date

Bargaining Unit Representative (if applicable)

Date

### Appendix E: AODA: Return to Work Guidelines

Guidelines on Implementing a Return to Work Process (“RTW”)

Kelly Services is committed to supporting employees who have been absent from work due to a non-work-related disability and who require an accommodation in order to return to work.

Step 1. Initiating the Return to Work Process

This step is triggered when an employee requests a leave of absence due to a non-work-related illness, injury or disability. The employee must report the injury or disability to the employee’s Manager, Supervisor or Human Resources. The employee must also provide medical documentation to corroborate his or her illness, injury or disability to the employee’s Manager, Supervisor or Human Resources.

Kelly Services must then ensure that all key workplace stakeholders, including the employee’s Manager, Supervisor or Human Resources, are informed that the employee has taken a leave of absence due to his or her disability.

Kelly Services will offer the employee the opportunity to participate in supportive programs and resources available in the workplace to assist the employee in his or her to return to work.

Step 2. Making and Maintaining Contact with the Employee on Leave

The employee’s Manager, Supervisor or Human Resources should establish regular contact with the employee and create a contact schedule with the employee while he or she is away from work due to a disability. The purpose of continued contact is for the employee’s Manager, Supervisor or Human Resources. to determine whether the employee requires assistance or information, to remind the employee of the supportive programs and practices available to him or her, to ensure that the employee is receiving the treatment required, and to provide reassurance about co-worker’s care and concern.

Contact between the employee and the employee’s Manager, Supervisor or Human Resources can be maintained by telephone, voice messages, e-mails, or other media, dependent upon the employee’s condition and preferences.

If the employee expresses concerns about his or her medical treatment, rehabilitation, or ability to return to work, the employee’s Manager, Supervisor or Human Resources can work with the employee’s treating physician or health care provider(s) to understand the employee’s limitations and restrictions, with the employee’s consent.

The employee’s Manager, Supervisor or Human Resources can request that the employee have his or her doctor complete a functional capacity assessment form. This form provides information about the employee’s current abilities and restrictions and can be used to compare the job demands with the employee’s capabilities.

Step 3. Developing a Return to Work (“RTW”) Plan.

If an employee only has minimal requirements for easily met accommodations, a Return to Work plan is not required. Instead, these accommodations can be documented in an individual Accommodation Plan, as set out in Appendix D.

When the Return to Work process is more complex, a more detailed process is required to be created and included in the individual accommodation plan.

The Return to Work plan will be developed collaboratively with the employee, the employee’s Manager, Supervisor or Human Resources, and each party will participate in determining the appropriate accommodations to modify the workplace so that it better fits the physical, intellectual, or psychosocial capabilities of the employee returning to work will be discussed.

Such accommodations could include assistive devices, specialized equipment or modified job tasks. These planning meetings should involve the employee, the employee’s Manager, Supervisor or Human Resources. The employee must give informed consent if any medical details are to be discussed and the employee’s Manager, Supervisor or Human Resources must ensure that all personal information remain confidential.

Kelly Services and its subsidiaries respect employees’ privacy and acknowledge that employees have certain rights related to any personal information collected by Kelly Services. As a result, Kelly Services will not collect or maintain an employee’s data without the employee’s consent. Kelly Services will also comply with all international and local privacy laws and has procedures in place to meet the requirements of those laws.

The employee’s Supervisor or Manager must also coordinate identify and provide services that will assist the employee in his or her return to work. The Supervisor or Manager can do so by referring the employee to a support group, counsellor or support services within the community.

Step 4. Monitor and Evaluate the Return to Work Process.

Upon the employee’s return to work, the employee’s Manager, Supervisor or Human Resources should ensure that the employee feels comfortable discussing work challenges so that the Return to Work Plan can be modified (collaboratively with the doctor, if applicable) if there is a risk of relapse or injury. The Return to Work process should be flexible and should have the option to be placed on hold in the event that it is apparent that the employee is not ready to return to work and has to go back on leave.

Once the return to work process has been completed, the employee, the employee’s Manager, Supervisor or Human Resources, and the other stakeholders should meet to discuss the outcome of the process. The employee’s Manager, Supervisor or Human Resources should assess the employee’s experience during the process to identify any problems the employee may have encountered. The employee’s Manager, Supervisor or Human Resources can then refine and modify the Return to Work Process to ensure that it effectively supports the employee, if required.