



## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT 2005

(AODA): ACCESSIBILITY POLICY

POLICY # 0216

<b>Effective Date:</b>	<b>January 1, 2016</b>
<b>Last Date reviewed:</b>	<b>December 8, 2016.</b>
<b>People Affected</b>	<b>Club Associates in Ontario Home Office Associates in Ontario</b>
<b>Related Policies</b>	<b>AODA: Accessible Customer Service Policy # 0100 AODA: Integrated Accessibility Policy # 0194 AODA: Quick Summary Guide # 0221</b>
<b>Policy Clarification/Questions</b>	<a href="mailto:associaterelations@goodlifefitness.com">associaterelations@goodlifefitness.com</a>

### **Purpose:**

The purpose of this policy is to ensure GoodLife's compliance with the requirements set out in the *Integrated Accessibility Standards* (Ontario Regulation 191/11) (the "Regulations") as required under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA" or the "Act").

### **Background:**

The Acts objective is to make Ontario accessible by 2025, outlining the development of mandatory standards companies must follow with its purpose being to ensure the following:

- I. That job applicants are aware that their hiring processes will be modified to accommodate their disabilities, if requested by the candidate;
- II. That the standards contained in the Act are integrated into a companies hiring/HR practices;
- III. That a process is created to ensure individual accommodation plans for employees with disabilities are documented;
- IV. That a safe workplace is maintained for all employees with disabilities by having individualized emergency response plans.

### **Definitions: See Glossary at the end of this document**

### **Policy**

GoodLife is committed to ensuring accessible hiring processes for candidates and an accessible work environment for All Associates with the following principles:

- Accommodations will be provided to candidates and Associates with disabilities upon receipt of request for accommodation;
- The accommodation provided will take into consideration the needs of the candidate or Associate;

### **Roles and Responsibilities:**

#### ***GoodLife's Responsibilities:***

- Provide an accessible work environment for Associates and an accessible hiring environment for candidates;
- Educate Associates about the Act and related Standards and ensure they are aware of GoodLife's policies (and any changes to these policies) for Associates with disabilities;

*GoodLife reviews its policies on a regular basis to ensure that they are meeting the needs of the company, its Associates and members, and to ensure compliance with all required legislation.*



- Train Associates on procedures to be followed regarding requests for accommodation;
- Modify Associates' workplace, as required, to accommodate their disability;
- Meet with Associates' receiving accommodations regularly to ensure that their accommodation plans are sufficient;
- Maintain records as to the number of Associates with disabilities, the nature of accommodation requests received, and the nature and dates for all meetings with Associates regarding requests for accommodation.

***Talent Acquisition Responsibilities:***

- Ensure that the entire Talent Acquisition Team is aware of the AODA Standards and what to do if situations arise that fall under the Act;
- Ensure that our career site outlines the availability of accommodations for applicants with disabilities in the recruitment process if needed;
- Notify applicants who are selected for the interview process, prior to it taking place, that accommodations are available upon request;
- If an accommodation is requested, we will work with the applicant and provide or arrange for suitable accommodation; as well as provide Accessible Formats and Communication Supports to give us feedback and to receive our responses.

***Associate Relations Responsibilities:***

- Ensure that the entire Associate Relations Team is aware of the AODA Standards and what to do if situations arise that fall under the Act;
- If requested ensure that GoodLife's policies are available to Associates in Accessible Formats and/or proper Communication Supports are provided;
- Work directly with Associates making accommodation requests to determine the best way to provide them this accommodation;
- Have a process for documenting individual accommodation plans for Associates with disabilities which should include specific elements, including without limitation:
  - (a) How the Associate needs to be involved in the development of their accommodation plan;
  - (b) How each individual Associate's needs are to be addressed and met;
  - (c) How an Associate can request evaluation by an outside medical expert (at GoodLife's expense) to determine if and/or how accommodation can be achieved;
  - (d) The steps taken to protect the privacy of the Associate's personal information;
  - (e) If needed, how the accommodation plan for the Associate will be provided in an Accessible Format;
- Consider the accessibility needs of Associates when following the Performance Improvement Plan process, or when offering career development and/or advancement opportunities;
- Work with Associates with disabilities to create individualized workplace emergency response plans. These plans will take into account the unique challenges created by these Associates' disabilities and the physical nature of the workplace.
- These plans will be reviewed when: (i) the Associate moves to a different physical location in the organization; and/or (ii) the Associate's accommodation needs or plans are reviewed; and/or (iii) GoodLife makes amendments to, or otherwise changes its general emergency response policies.

***Associate Responsibilities:***

- Ensure you as an Associate of GoodLife are aware of the AODA Standards and what you need to do if making a request under the Act;
- Make your Supervisor and/or Associate Relations aware if you have a disability that requires accommodation and then submit to them your request for accommodation;

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- Work and cooperate directly with GoodLife in discussing the need for accommodation and the creation of an individualized accommodation plan, which will require providing the necessary documentation from your health care provider;
- Report any issues or concerns with your accommodation plan to your Supervisor and/or Associate Relations;
- Attend all meetings regarding workplace accommodation as requested and/or required.

## **Procedures and Process**

### ***Accommodation***

- Should an employment candidate and/or Associate disclose that they have a disability that requires accommodation, GoodLife will support and assist them during the entire recruitment process and/or the period of time where the accommodation is needed which can involve ongoing consultation and review with the Associate.

### ***Manager Requirement During Employment***

- If a Supervisor notices that an Associate is having difficulty meeting the requirements of their position due to a disability, you need to contact your Associate Relations Advisor directly for guidance on how to address this situation with your Associate.

### ***Associate Requirement During Employment***

- All Associates are encouraged to disclose if they have a disability that requires accommodation.
- Although the exact diagnosis/nature of the disability does not need to be disclosed, Associates should know that it may be useful to provide this information so an accurate and appropriate accommodation plan can be created to address their needs;
- GoodLife will work directly with the Associate to accommodate them for the time period required.

## **The Process for Accommodation**

### ***Employment Candidates***

- If a candidate makes a request for accommodation, GoodLife will work with them to review the request and accommodation options available.
- Accommodation may require any or all of the following, provided that such accommodation(s) does not constitute undue hardship for GoodLife (please note that the following are examples only, and do not necessarily represent an exhaustive list):
  - An adjustment of the assessment/recruitment process and/or location;
  - The provision of Accessible Formats and/or Communication Supports;
  - The provision of accessible parking, if applicable;
  - The provision of assistive devices.
- Successful candidates will be notified about GoodLife's policies for accommodating employees with disabilities as part of their offer of employment.

### ***Associates***

- If an Associate makes a request for accommodation, GoodLife will work with them to review the request and what accommodation options are available.
- Accommodation may require any or all of the following, provided that such accommodation(s) does not constitute undue hardship for GoodLife (please note that the following are examples only, and do not necessarily represent an exhaustive list):
  - Adjustment/relocation of the Associate's physical work location;
  - Adjustment of the Associate's work process and/or work schedule;

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- The provision of Accessible Formats and/or Communication Supports;
- The provision of accessible parking, if applicable;
- The provision of assistive devices.
- The Associate will work directly with GoodLife to create an individualized accommodation plan, including, if applicable, an individualized emergency response plan.
- The Associate will provide feedback to GoodLife so that changes can be made to their individualized accommodation plan if needed.
- These individual accommodation plans will be documented by Associate Relations and will include the steps to be taken to accommodate the Associate's disability.

## **Questions**

- **Associates**
  - For any questions about this policy or its related procedures and/or to discuss the process for accommodation please contact our Associate Relations Team directly:
    - By phone at 1-800-790-9269, press 0 and ask for Associate Relations; or
    - By email at [associaterelations@goodlifefitness.com](mailto:associaterelations@goodlifefitness.com).
- **Members**
  - For any questions about this policy or its related procedures and/or to discuss the process for accommodation please contact our Member Experience Department:
    - By phone at 1-800-387-2524; or
    - By email at [members@goodlifefitness.com](mailto:members@goodlifefitness.com).

## **Definitions:**

**“Accessible Formats”** – includes, without limitation, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

**“Communication Supports”** – includes, without limitation, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication.

**“Disability”** – as defined by the AODA:

- (a) 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;
- (b) A condition of mental impairment or a developmental disability;
- (c) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) A mental disorder; or
- (e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace and Insurance Act, 1997*.