

## Introduction

Ontario's Accessible Employment Standards requires you to make your employment practices accessible to meet the needs of employees and job applicants with disabilities. [Regulation 191/11: Integrated Accessibility Standards](#) requires organizations to consider and account for accessibility requirements during the recruitment process and when making an offer to a successful candidate.

This form includes information to help you comply with sections 22 to 24 of the [Regulation](#).

These sections apply to all obligated organizations independent of the type and size.

## General Disclaimer

This document is provided for general information only as a sample reference to assist organizations in meeting their obligations under the *Accessibility for Ontarians with Disabilities Act*, 2005. Each organization is responsible for understanding and complying with its legal obligations and developing its own policies, procedures and material based on its particular situation. Users are encouraged to seek independent advice and the Government of Ontario, in providing public information on accessibility is not responsible for its usage.

## How to comply with the Employment Standards for Recruitment Practices?

Regulation 191/11	Requirement	What to do?	In Compliance?
<b>Section 22</b>	Notify employees and the public that your organization will accommodate the needs of people with disabilities during the hiring process.	<input type="checkbox"/> Post the information on your website and/or include messaging in your job postings.  <b>Sample:</b> [Name of Organization] welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Section 23</b>	Notify job applicants when they are selected for an interview that accommodation will be provided.	<input type="checkbox"/> Develop a script or standard email to notify applicants of your organization's commitment to address barriers in your employment processes.  <a href="#">See Sample Interview Script Guidelines</a> <input type="checkbox"/> Ask if accommodations are required when contacting an applicant about an interview.  <input type="checkbox"/> Review the Accessible <a href="#">Interviewing Checklist</a> for considerations in making your interviewing process barrier-free.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Regulation 191/11	Requirement	What to do?	In Compliance?
<b>Section 24</b>	Notify successful applicants of the organization's accommodation policies for accommodating employees with disabilities.	<input type="checkbox"/> Develop an offer letter template with standard wording on your organization's policies for accommodating employees with disabilities. <b>Sample</b> [Name of Organization] 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 that you have not yet informed us about, please contact [organization representative's name and title] at [telephone number] or by e-mail at [e-mail address] so that arrangements can be made for the appropriate accommodations to be in place before you begin your employment.	<input type="checkbox"/> Yes <input type="checkbox"/> No

## 1. Sample Interview Script Guidelines

As one of our organization's objectives, [company name] will recruit, select, orient, develop, and promote employees based on our strategic direction and our values. We have made a commitment to address barriers in our employment processes and in job areas where we under-represent the full diversity of the skilled workforce. Our bias-free hiring initiative is one strategy we use to ensure an effective and equitable hiring process.

In keeping with the principles of our Recruitment and Selection policy, it is important that the designated staff person follow the basic format and intention of the following script when extending the invitation to interview.

1. Thank the candidates for their application, let them know who is calling, and which position they are calling about. Ask them if they are still interested in participating in an interview.
2. Let the candidates know what they can expect from the interview (e.g., duration) and that they can expect a diverse panel that will take turns asking questions. Panellists will ask a series of questions and take notes on the answers. The applicants will have an opportunity to ask questions. Let them know that they can gain some valuable information about [company name] from the organization's website, to prepare for the interview.
3. Ask all candidates if they require any accommodation for the interview (e.g., a scooter or wheelchair accessible space, or a sign-language interpreter). If an interviewee says yes, then ask which kind of accommodation is required. If you do not have enough information on hand to proceed, make note of the request and commit to getting back to the candidate to confirm the specifics of the interview time and location. Contact your HR consultant or appropriate department for support in meeting the request, if required.
4. Arrange the meeting time and location (unless accessibility information is pending).
5. Ensure that the candidates know how to get to the interview room and, if appropriate, suggest that someone can meet them at a specified location (e.g., HR reception or front lobby).
6. Thank the candidates and ask them if they have any questions. Provide contact information in case they have any questions before the interview. Direct the candidates, if required, to [company name]'s website where a map is available of all wheelchair and scooter accessible entrances, parking, washrooms, and meeting rooms

## 2. Accessible Interviewing Checklist

- ☐ **Location of the interview** - Can an applicant with a disability access your facilities?  
**Example:** Is your office accessible to an individual who uses a mobility aid (e.g., a walker or wheelchair)? If not, consider having the interview at an alternative location
- ☐ **Format of the skills assessment tests** - Are your assessment tests accessible to an applicant with a disability? Do the tests allow a candidate to demonstrate her knowledge and skills?  
**Example:** Are your computerized tests accessible to an individual with vision loss who uses a screen reader? If not, consider alternative assessment methods. Does the candidate have reading challenges? Consider conducting an oral test or using text-to-speech software.
- ☐ **Room set-up for in-person interviews** - Is your interviewing room set up in an accessible fashion?  
**Example:** An individual with hearing loss may require a brightly lit room (in order to lip-read, if necessary) or one that is quiet (to minimize distractions) so she can perform at her best.
- ☐ **Support** - Can an individual with a disability bring a support person to an interview?  
**Example:** A person with a developmental disability may have support workers or family members who assist her. Consider allowing a support worker/family member to attend the interview, as they may have additional or more detailed information about the candidate's abilities and may ask questions that the applicant has not had a chance to consider.
- ☐ **Paperwork** - Can the individual fill out any paperwork that is required?  
**Example:** An individual with vision loss or a learning disability may have trouble filling out a written form. Consider having a staff member available to assist the applicant in filling out any required forms or provide the form in an alternate format.