



Multi-Year Accessibility Plan

PREAMBLE

In 2005, the Government of Ontario passed the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**. Its goal is to make Ontario accessible by 2025. Accessibility standards are being created as part of the AODA. Originally the Ontario government had 5 separate "standards" to be implemented separately as part of the AODA (*Customer Service, Employment, Information and Communication, Transportation, Built Environment*). The *Accessibility Standards for Customer Service* was the first standard to become law as a regulation. In 2011, the following three standards - Employment, Information & Communications, and Transportation Standard have been combined into the **AODA Integrated Accessibility Standard Regulation (IASR)**. This is now law and the requirements are being phased in between 2011 and 2025. An *accessibility Standard for the Built Environment* (buildings and outdoor spaces) is in development and not yet law.

The Integrated Accessibility Standards Regulation (IASR), under the AODA, requires SCC to meet general requirements as well as standards, which are applicable to SCC, and to develop and maintain a multi-year accessibility plan which outlines the organization's strategy for improving opportunities and accessibility for people with disabilities, while removing and preventing barriers, as required under the IASR.

ORGANIZATIONAL COMMITMENT

SCC strives at all times to respect the dignity and independence of all people living with disabilities. We are committed to providing a barrier-free environment for our employees, visitors, stakeholders and all other members of the public who enter our premises, access our information, or use any of our services. The commitment poster is reviewed, updated and posted annually.

SCC maintains commitment that new and existing SCC policies and procedures are developed, implemented and maintained as required to ensure we have achieved accessibility by meeting our obligations under the IASR and in meeting the needs of all people living with disabilities.

SCC maintains and reviews annually the AODA Policy and other policies that need to adhere to the IASR requirements.

SCC maintains commitment to make policy documents available to the public, in an accessible format, upon request.

SCC will ensure that all employees and any other persons engaging with the public and/or other people living with disabilities on behalf of SCC, will receive the appropriate training that meets the requirements under the IASR and in compliance with the Human Rights Code of Ontario. Training will be provided on hire and annually. SCC will keep records and ensure compliance with the training requirements.

SCC maintains a multi-year accessibility plan which provides a mechanism for planning, reviewing and evaluating the implementation of the IARS under AODA. In accordance with the requirements, SCC will:

- Post a copy of this plan on the corporate website (www.savethechildren.ca);
- Provide all information relating to the plan in alternative formats, upon request;
- Review and update the plan at least once every five years.

Comply with the required legislative compliance and file an Accessibility Compliance report by June 30, 2021 and every three years thereafter.

CUSTOMER SERVICE STANDARD

SCC is committed to adhere to the Customer Service Standard under the AODA, and will continue to improve on, maintain and report on this standard, as required under the legislation. SCC maintains the following measures for barrier-free access:

- Posting AODA Commitment Statement on SCC website;
 - Providing accessibility awareness, AODA and customer service standard training annually to all SCC employees, volunteers, contractors and any other persons engaging with population we serve, and/or other people living with disabilities, on behalf of SCC;
 - Providing annual training, tracking attendance and enforcing completion;
 - Through this training employees shall learn how to interact and communicate with anyone living with various types of disabilities; interact with anyone living with disabilities who use assistive devices; or require the assistance of a guide dog, service animal, or service dog; or require the use of a support person; use equipment or devices that may be available on the premises or that may assist people with disabilities, if any; assist people living with disabilities that may have difficulty accessing any of the services provided by SCC;
- Mandatory sign of on AODA policy for all employees;
- Emergency evacuation of visitors to SCC premises is in accordance with the SCC Emergency Evacuation Procedure.

EMPLOYMENT STANDARD

SCC is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. In accordance with this standard and *Talent Acquisition and Retention and Managing Disability, Return to Work and Accommodation Policy and Procedure*, SCC commits to:

- Specify that accommodation is available for job applicants living with disabilities in job advertisements; accommodation if requested is made available to all applicants throughout the acquisition process;
- New and current employees are made aware of the AODA policy;
- Provide necessary accommodations that take into account employee's accessibility needs due to disability;
- Keep employees up to date on changes to policies and provide retraining where a change in policy has been made;
- Provide accessible formats and communication supports to any employee(s) on request including but not limited to:



- Information that is needed in order to perform the employee's job;
 - Information that is generally available to employees in the workplace;
- Compliance with the *Managing Disability, Return to Work and Accommodation Policy and Procedure*, including provision and maintenance of the documented Individualized Plans such as:
 - **Individualized Workplace Emergency** plan including evacuation, in accordance with *Emergency Evacuation Protocol* (the emergency response plan, will be provided in an accessible format or with appropriate communication supports, upon request);
 - **Individualized Return to Work and Accommodation Plan(s)** after a period of illness in accordance with the *Managing Disability, Return to Work and Accommodation Policy and Procedure*;
 - **Individualized Performance Assessment, Career Development and Advancement, and Redeployment** (to be included in the Individualized Accommodation Plans and in accordance with the *Managing Disability, Return to Work and Accommodation Policy and Procedure*).

INFORMATION AND COMMUNICATIONS STANDARD

Information and communication sharing

SCC is committed to making information and communications accessible to all people living with disabilities. The information we provide and the ways we communicate with others is key to delivering our programs and services to our employees and/or people living with disabilities. Access to information involves matters relating to format and availability of content, including the means of access and technologies associated with it.

SCC will incorporate enhanced accessibility to ensure that its information and communications systems and platforms are accessible and provided in accessible formats that meet the needs of people with disabilities.

SCC will take into account a person's disability when communicating or providing information to the person living with a disability and will provide the necessary information.

Feedback Processes

SCC will:

- Ensure that feedback processes are accessible via alternate formats and/or communication supports, upon request (Form - Appendix B);

Accessible Web Sites and Web Content

SCC will ensure that SCC internet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, such that:

- New websites and any new web content conform with WCAG 2.0 Level A by January 1, 2014;
- All websites and web content conform to WCAG Level AA by January 1, 2021 (other than live captions and audio descriptions). Required legislative compliance: January 1, 2021



BUILT ENVIRONMENT STANDARD

The Accessibility Standards for the Built Environment in Ontario focus on removing barriers in two areas: public spaces; and, buildings. Although not official a law yet, SCC continues to be committed to greater accessibility in, out of, and around the buildings we use. We will continue to ensure that our office facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.