



Multi-Year Accessibility Plan

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Introduction

CanadaHelps strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps CanadaHelps is taking to meet those requirements and to improve opportunities for people with disabilities.

Customer Service

CanadaHelps remains in compliance with the Customer Service Standard. Our Accessible Customer Service policy was developed in 2016 and all staff were trained on the policy. Feedback on accessible customer service is welcomed through email, telephone, fax, lettermail, and in person. When received, it is reviewed, acted upon if necessary, and responded to.

Beginning in December 2019, CanadaHelps will change its process for feedback by establishing the email address accessibility@canadahelps.org to ensure feedback on accessibility is directed to a senior staff member. Feedback by telephone, or in person will be provided to the Chief Operating Officer.

Starting in January 2020, the HR Generalist will incorporate training on accessibility processes for customer service for all staff as part of the new hire orientation training.

Information and Communications

CanadaHelps is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

CanadaHelps has taken the following steps to make sure existing feedback processes are accessible to people with disabilities upon request:

- List feedback process and methods in our Accessibility Policy, and on the Accessibility page of our website at www.canadahelps.org/en/accessibility/

CanadaHelps has taken the following steps to make sure all publicly available information is made accessible upon request;

- Upon request, CanadaHelps will provide publicly available information in different ways (ex: Large print, read aloud etc.)

CanadaHelps is dedicated to continuous improvement of its products and services in creating an inclusive environment to all users. We are working hard towards a goal of conforming with WCAG 2.0, Level AA by January 1, 2021.

We are doing this by:

- providing training on web accessibility for staff on our design, development and quality assurance teams
- taking accessibility needs into the design and development of all new public-facing web pages, and working on a plan to upgrade existing web pages.

Because CanadaHelps has grown quickly as an organization, from 15-52 staff in 5 years, and also is a registered charity, we have been working on web accessibility for a number of years as our resources are allowed. It is of great importance to our users, and our customers, and it will continue to be a priority for CanadaHelps.

Employment

CanadaHelps is committed to fair and accessible employment practices. CanadaHelps put into place accessible employment practices and policies in 2016. CanadaHelps remains in compliance with this standard and will continue to follow its existing accessibility policies and procedures.



In addition, in the fall of 2019, we updated our staff policies to include written policies and procedures in the following areas:

- Return to Work Policy and Procedure
- Individualized Disability Accommodation Procedures
- Recruitment and Hiring

At this time, CanadaHelps does not have formal performance management practices in place. At the time these are put in place, CanadaHelps will create a Performance Management, Career Development, and Redeployment policy for inclusion in the Employee Handbook.

We currently notify job candidates and staff that we will accommodate people with disabilities upon request in all job postings, invitations for interviews, and within our internal Accessibility policy.

We will also take the following steps to further notify the public and staff that, when requested, CanadaHelps will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Update online careers page when launched in spring of 2020 to include CanadaHelps' commitment to accessibility.

Accessible Emergency Information

CanadaHelps is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

CanadaHelps provides training to employees and other workers, as well as members of the Board of Directors, on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will continue to be provided to new staff within two weeks of their date of hire, in a way that best suits the individual. Employees will also receive a copy of CanadaHelps' accessibility policies at the time of hire.

For More Information

For more information on this accessibility plan, please contact Jane Ricciardelli, Chief Operating Officer, at 1-877-755-1595 extension 2378, or by email at accessibility@canadahelps.org. Standard and accessible formats of this document are free on request.