

# **Accessibility of Ontarians with Disabilities Act (AODA):**

Accessibility Policy and Multi-Year Accessibility Plan



Updated: December 2014

## **Introduction**

---

WWF-Canada is committed to providing a barrier-free environment for our clients/customers, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises or access our information. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* (“AODA”), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and eventually, for the Built Environment.

While this legislation only applies to our offices in Ontario, WWF-Canada has committed to applying Accessibility standards within all of our offices across Canada.

## **Statement of Commitment**

---

WWF-Canada 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 accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations.

We are committed to ensuring our organization’s compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training.

## **Accessibility Plan**

---

WWF-Canada will develop, maintain and document an Accessibility Plan outlining the organization’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

WWF-Canada’s Accessibility Plan will be posted on the company website and will be reviewed and updated at least once every five years. Upon request, we will provide a copy of the Accessibility Plan in an accessible format.

For the most recently updated plan, please see Appendix A.

## AODA Committee

---

WWF-Canada has established a committee that will be dedicated to all matters related to accessibility and will be pivotal in ensuring that WWF-Canada achieves compliance through the various phases of attaining an accessible Ontario. The committee is comprised of the following individuals:

---

### **Toronto Office**

- Aziza Bhalloo
- Daniel McDonnell
- Emily Giles
- Jessica Park

### **Ottawa Office**

- Kim Dunn

### **Halifax Office**

- Sarah Ratcliffe

### **Vancouver Office**

- Emily White

## Training

---

WWF-Canada will ensure that training is provided on the requirements of the Regulation which include training on the Ontario Human Rights Code as it pertains to persons with disabilities. This training applies to:

- All employees and volunteers;
- All persons who participate in developing WWF-Canada's policies; and
- All other persons who provide goods, services, or facilities on behalf of the organization

The training will be appropriate to the duties of the employees, volunteers, and other persons.

All of the aforementioned groups will be trained on WWF-Canada's Accessible Customer Service Policy.

Employees will be trained when changes are made to the Accessibility Policy. New employees will be trained as part of the onboarding process, as soon as practicable.

WWF-Canada will keep a record of the training it provides.

## Information and Communications

---

### **Feedback**

WWF-Canada will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

### **Accessible Format and Communication**

Upon request, WWF-Canada will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. WWF-Canada will consult with the person making the request in determining the suitability of an accessible format or communication support.

## **Accessible Website and Web Content**

WWF-Canada will ensure that all web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A by January 1, 2014, except where this is impracticable.

WWF-Canada will ensure that all web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA by January 1, 2021, except where this is impracticable.

## **Employment**

---

WWF-Canada is committed to fair and accessible employment practices.

### **Recruitment**

WWF-Canada will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

WWF-Canada will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, WWF-Canada will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account that applicant's accessibility needs due to disability.

When making offers of employment, WWF-Canada will notify the successful applicant of its policies for accommodating employees with disabilities.

### **Informing Employees of Supports**

WWF-Canada will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

### **Accessible Formats and Communication Supports for Employees**

Upon the request of an employee with a disability, WWF-Canada will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his or her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, WWF-Canada will consult with the employee making the request.

## **Workplace Emergency Response**

WWF-Canada will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. WWF-Canada will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, WWF-Canada will, with the consent of the employee, provide the workplace emergency response information to any persons designated by WWF-Canada to provide assistance to the employee.

WWF-Canada will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when WWF-Canada reviews its general emergency response policies.

## **Individual Accommodation Plans**

WWF-Canada will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities in accordance with the requirements set out in the Regulation.

## **Performance Management, Career Development and Advancement & Redeployment**

WWF-Canada will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

If you have any questions or concerns about this policy or its related procedures please contact:

Aziza Bhalloo, Human Resources Advisor

Phone: (416) 484-7731

Mailing Address: 245 Eglinton Ave East, Suite 410, Toronto, ON, M4P 3J1

[accessibility@wwfcanada.org](mailto:accessibility@wwfcanada.org)

## Appendix A - Multi-year Accessibility Plan for WWF-Canada

The intent of this Accessibility Plan is to record requirements under the Accessibility for Ontarians with Disabilities Act (AODA) for 3 of the 4 key areas that are applicable to WWF-Canada: General Requirements (including Customer Service), Information & Communication, and Employment.

### General Requirements

<b>SECTION 3 – ESTABLISHMENT OF ACCESSIBILITY POLICIES</b>			
<b>How WWF-Canada has Complied</b>			
<ul style="list-style-type: none"> <li>- Developed a statement of commitment with respect to Accessibility.</li> <li>- Statement of commitment has been made publicly available (by posting on premises such as bulletin boards in public areas and on the Organization’s website).</li> <li>- Statement of commitment will be provided in accessible format upon request.</li> <li>- Accessibility policies state the rules or principles that have been put in place to support achieving accessibility goals.</li> <li>- Developed and communicated a policy on Accessible Customer Services Standards.</li> <li>- Policies have been documented in writing and have been made available to the public by way of bulletin boards in a public areas and the Organization’s website).</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2014	<b>Compliance Status</b>	Complete

<b>SECTION 4 – ACCESSIBILITY PLANS</b>			
<b>How WWF-Canada has Complied</b>			
<ul style="list-style-type: none"> <li>- Created an AODA advisory committee which includes persons with disabilities.</li> <li>- Prepared annual status report on progress on achieving goals.</li> <li>- Posted status reports on website.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2014	<b>Compliance Status</b>	Complete

<b>SECTION 7 – TRAINING</b>			
<b>How WWF-Canada will Comply</b>			
<ul style="list-style-type: none"> <li>- All current employees, new hires, and volunteers will be trained on the Human Rights Code as it relates to disabilities and any other training that is applicable to their role as per the IASR.</li> <li>- Training will include information about achieving accessibility by 2025 and highlight the requirements of the three standards (employment, transportation, and information and communication) as it applies to the organization.</li> <li>- Training will explain employer’s requirements under the Code and the difference between the Code and IASR.</li> <li>- Will keep training records that will include the name of the employee, date they were training, and sign off from the employee acknowledging the training.</li> <li>- HR will develop a system to allocate the appropriate training to staff and new hires.</li> <li>- Training can be provided in a variety of ways (handouts, PowerPoints, in person, on-line training modules).</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2015	<b>Compliance Status</b>	In Progress

<b>SECTION 11 - FEEDBACK</b>			
<b>How WWF-Canada will Comply</b>			
<ul style="list-style-type: none"> <li>- Will make the feedback process accessible to individuals with disabilities.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2015	<b>Compliance Status</b>	In Progress



## Information & Communication Requirements

SECTION 12 – ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS			
How WWF-Canada will Comply			
<ul style="list-style-type: none"> <li>- Will consult with the person requesting accessible format or communication support after which the Organization will have the flexibility to decide on the most appropriate accessible format or communication supports, given the needs of the person and the organization’s capability to deliver.</li> <li>- In situations where information is unable to be converted, the organization will need to explain to the person why they are unable to do so and provide a summary of the content.</li> <li>- Will notify the public about the availability of accessible formats and communication supports and can be posted on the website, premises, or other reasonable methods.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2015	<b>Compliance Status</b>	In Progress

SECTION 14 – WEBSITES AND WEB CONTENT			
How WWF-Canada will Comply			
<ul style="list-style-type: none"> <li>- Internet website and web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.</li> <li>- Internet website and web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.</li> </ul>			
<b>Compliance Deadline (WCAG 2.0, Level A)</b>	January 1, 2014	<b>Compliance Status</b>	Complete
<b>Compliance Deadline (WCAG 2.0, Level AA)</b>	January 1, 2021	<b>Compliance Status</b>	In Progress

## Employment Related Requirements

SECTION 22 – RECRUITMENT GENERAL			
How WWF-Canada will Comply			
<ul style="list-style-type: none"> <li>- Will provide information about the availability for accommodation for applicants with disabilities in our recruitment process using “Careers Page” and put it within all job postings.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress

SECTION 23 – RECRUITMENT, ASSESSMENT, OR SELECTION PROCESS			
How WWF-Canada will Comply			
<ul style="list-style-type: none"> <li>- At the time of calling an applicant for a 1<sup>st</sup> round interview, providing an assignment as skills assessment, or inviting for a 2<sup>nd</sup> round interview, the HR representative will ask the candidate if they require any accommodations in order to attend the interview or complete assessments.</li> <li>- Applicants will be notified via phone and/or email.</li> <li>- If accommodations are requested, WWF-Canada will consult with the applicant to support them during the process.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress

<b>SECTION 24 – NOTICE TO SUCCESSFUL CANDIDATES</b>			
<b>How WWF-Canada will Comply</b>			
<ul style="list-style-type: none"> <li>- At the time of extending a verbal offer, WWF-Canada’s HR representative will remind the applicant that accommodations are available if needed.</li> <li>- This information will also be included in the email that is sent to the applicant with the offer letter in writing.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress

<b>SECTION 25 – INFORMING EMPLOYEES OF SUPPORTS</b>			
<b>How WWF-Canada will Comply</b>			
<ul style="list-style-type: none"> <li>- Create process/protocol of how to request accommodations</li> <li>- Email staff to let them know of process and upload this process to shared drive</li> <li>- Inform new hires of this process (or its existence) during orientation</li> <li>- Email will be sent to all staff to let them know of any changes being made to the process/protocol on requesting accommodations.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress

<b>SECTION 25 – INFORMING EMPLOYEES OF SUPPORTS</b>			
<b>How WWF-Canada will Comply</b>			
<ul style="list-style-type: none"> <li>- Upon request, WWF-Canada will consult with employees with disabilities to determine which accessible formats/communications supports they require to ensure individualized response.</li> <li>- WWF-Canada will have the flexibility to decide on the most appropriate accessible formats or communications supports which will depend on the needs of the employee and the capacity of WWF-Canada to provide the support</li> <li>- If the employee has an individual accommodation plan, the requests for accessible formats/communications supports that will be provided to the employee will be included in that plan.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress

<b>SECTION 27 – WORKPLACE EMERGENCY RESPONSE INFORMATION</b>			
<b>How WWF-Canada has Complied</b>			
<ul style="list-style-type: none"> <li>- Upon receiving a request for accommodation, HR discusses with the employee if the disability will affect their ability to get to safety in the event of emergency.</li> <li>- If so, an individualized workplace emergency response plan is provided to the employee.</li> <li>- HR consults with the employee on what accommodations will look like and will provide this information to affected parties on an as need to know basis (ie. Fire Department, fellow co-worker who may need to assist in an emergency, etc.).</li> <li>- WWF-Canada will share the individual plan with any designated individuals that need to assist in the event of an emergency (only privy to accommodation not the nature of the disability).</li> <li>- HR provides a completed document that will outline steps on how to respond in an emergency situation, who will be informed of the accommodation, when the plan will be revisited, and get signature of employee.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2012	<b>Compliance Status</b>	Complete

<b>SECTION 28 – DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS</b>			
<b>How WWF-Canada will Comply</b>			
<ul style="list-style-type: none"> <li>- Will create a process of how individual requests for accommodation will take place and be handled.</li> <li>- Will educate employees on this process/policy and will make it available on the shared drive.</li> <li>- Accommodation plans will be comprehensive and will take into account the employee’s disability.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress





<b>SECTION 29 – RETURN TO WORK PROCESS</b>			
<b>How WWF-Canada will Comply</b>			
<ul style="list-style-type: none"> <li>- Will create a process of how a return to work from disability will be handled and will be followed for employees who have permanent, recurring, or temporary disabilities.</li> <li>- Will document any accommodations required as a result of the disability in order for the person to resume work duties and create an individual accommodation plan.</li> <li>- WWF-Canada will have the flexibility to create a return to work process that best fits their existing organizational culture and business practices</li> <li>- Will educate employees on this process/policy and will make it available on the shared drive.</li> <li>- Accommodation plans will be comprehensive and will take into account the employee's disability.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress

<b>SECTION 30 – PERFORMANCE MANAGEMENT</b>			
<b>How WWF-Canada will comply</b>			
<ul style="list-style-type: none"> <li>- Will review an employee's individual accommodation plan to understand the employee's accommodation needs and determine whether it needs adjusting to improve his or her performance on the job.</li> <li>- Will provide documents related to performance management or provide feedback in a way that takes into account a person's disability.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress

<b>SECTION 31 – CAREER DEVELOPMENT AND ADVANCEMENT</b>			
<b>How WWF-Canada will comply</b>			
<ul style="list-style-type: none"> <li>- When providing career development and advancement opportunities, WWF-Canada will take into account what accommodations employees with disability may need to succeed elsewhere in their organization or to take on new responsibilities in their current position.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress

<b>SECTION 32 – REDEPLOYMENT</b>			
<b>How WWF-Canada will comply</b>			
<ul style="list-style-type: none"> <li>- Will review individual accommodation plans when moving employees with disabilities to other job within the organization.</li> <li>- Will update any individual accommodation plans as a result of redeploying.</li> </ul>			
<b>Compliance Deadline</b>	January 1, 2016	<b>Compliance Status</b>	In Progress

