



2022-2027 Multi Year Accessibility Plan

Accessibility at the Ontario SPCA and Humane Society

In fulfilling our mission, the Ontario SPCA and Humane Society strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

For comments and feedback regarding the way the Ontario SPCA provides goods and services to people with disabilities, or to request a copy of our Customer Service Policy, email our Human Resources department at hr@ontariospca.ca or by phone at 905-898-7122. To learn about the Accessibility for Ontarians with Disabilities Act (2005) legislation and standards, visit the Accessibility Directorate of Ontario.

Ontario SPCA and Humane Society multi-year accessibility plan

This 2022 – 2027 accessibility plan outlines the policies and actions that the Ontario SPCA and Humane Society has already taken and/or will put in place to improve opportunities for people with disabilities with a focus on preventing and removing barriers to accessibility. This multi-year plan will be reviewed at least once every five years and will be posted on the Ontario SPCA website. It will be provided in an accessible format upon request. The multi-year plan is a living document and will be updated as required to ensure accessibility for all.

Statement of commitment

The Ontario SPCA and Humane Society is committed to treating all persons 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 Accessibilities for Ontarians with Disabilities Act (“AODA”).

Accessible emergency information

The Ontario SPCA and Humane Society is committed to providing our 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. Upon hire, all employees and volunteers complete the confidential “Potential Emergency Response Barriers – Individual Plan Assessment” form which will determine if an individualized emergency response plan is required and will assist with the development of an individualized emergency response plan. This form includes a mechanism to obtain consent to share this information with those designated to provide assistance in the event of an emergency.



Training

The Ontario SPCA and Humane Society will provide training to employees, volunteers, and other team members who deal with the public on our behalf on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members. The following steps have been taken to make sure existing feedback processes are available to people with disabilities upon request.

- Presently, all employees and volunteers receive training and are required to sign off on the Ontario SPCA's Customer Service Policy, AODA, a current requirement of the Accessibility for Ontarians with Disabilities Act (Current and operational).
- All employees and volunteers receive training on the Human Rights Code as it relates to people with disabilities and employees are required to sign off on this training.
- Both the customer service training and the Human Rights Code training is mandatory for all employees and volunteers.
- Training will be provided on any changes to the prescribed policies on an ongoing basis.

Information and communications

The Ontario SPCA and Humane Society is committed to meeting the communication needs of persons with disabilities. We will consult with people with disabilities to determine their information and communication needs. We have worked with our vendors to ensure all new websites and content on those sites conform with WCAG 2.0, Level A and will take the necessary steps to ensure that all websites and content conform with WCAG 2.0, Level AA by January 1, 2021. We have taken the following steps to make sure all publicly available information is made available upon request:

- Publicly available information will be available in at least 2 formats. For example, material provided in a written format can also be provided verbally.
- We will accommodate any requests for alternate formats of information in a timely manner with the maximum response time being 10 working days of the request.

Feedback

We have taken the following steps to make sure our existing feedback processes are available to people with disabilities upon request:

- All feedback and inquiries will be accepted through written (email or letter) or verbal (telephone) or other formats if this does not meet the needs of an individual.
- A response will be provided within 10 working days of the request using the requested format.



Employment

The Ontario SPCA and Humane Society is committed to fair and accessible employment practices. The Ontario SPCA and Humane Society will accommodate people with disabilities during the recruitment and assessment process and when hired.

The Ontario SPCA and Humane Society will communicate our fair and accessible employment practices to staff and the public, as requested by **January 1, 2016**.

- Hiring managers will be informed through meetings and documentation on accommodating throughout the recruitment process
- Job postings will include contact information for applicants requiring accommodation within the recruitment process and will indicate that job and workplace accommodations are available upon request
- During the recruitment process, the Ontario SPCA and Humane Society shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. Human resources will provide support to Managers responding to accommodation requests.
- If a selected applicant requests an accommodation, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability will be arranged
- Offers of employment will include accommodation language

The Ontario SPCA and Humane Society will take the following steps to develop and put into place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

- Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work –share this process with all employees
- outline the steps The Ontario SPCA and Humane Society will take to facilitate the return to work of employees who were absent because their disability required them to be away from work
- use documented individual accommodation return to work plans

The Ontario SPCA and Humane Society will also provide accommodation and consider an individual's disability within performance management and career development initiatives.

Design of Public Spaces

The Ontario SPCA and Humane Society will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public Spaces. Currently many of our public space are made accessible through:



- Accessible washrooms
- Accessible Kiosks
- Accessible doorways and automatic opening doors
- Lower counter to facilitate accessible devices

The Ontario SPCA and Humane Society will notify the public of any service disruptions in accessible parts of our public spaces and will offer alternative services.

For More Information

For more information on this accessibility plan, please contact Human Resources at 1-888-668-7722 ext 341 or email ecatrysse@ontariospca.ca