

WORLD VISION CANADA

World Vision Canada

Compliance with Accessibility for Ontarians with Disabilities

10/20/2014

Accessibility for Ontarians
With Disabilities Act
(AODA)

**Multi-Year Accessibility Plan
2014-2020 - Part 1**

Contents

Statement of Commitment _____	2
Design of Facilities _____	2
Information and Technology _____	4

AODA Multi-Year Accessibility Plan for World Vision Canada (WVC)

This 2014 - 2010 accessibility plan outlines the policies and actions that WVC will put in place to improve opportunities for people with disabilities.

Statement of Commitment

WVC 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*.

In so doing we have created policies and procedures that clearly benefit Ontarians with Disabilities and shows WVC's commitment to provide accessibility, as well as provide for the health and safety of Ontarians with disabilities.

AODA Multi-Year Accessibility Plan – Highlighted Areas

Design of Facilities

While WVC offices at 1 World Drive, Mississauga, are not considered 'public spaces', WVC is committed to meet the Accessibility Standards for the design of all spaces within our buildings and or offices. Such spaces and equipment include:

- Power assisted access doors
- Barrier free cafeteria (accessible sinks, counters, seating, etc.)
- Accessible seating in exterior spaces
- Accessible parking, off street where appropriate – accessible designed parking spaces within WVC parking lots
- Barrier free access to workstations and workstations which are specifically designed with the individual in mind

Design of Facilities

The WVC office in Ontario is not a public office in that while we do have reception, it is not designed for regular public access. However, the building has been designed with individuals with disabilities in mind providing:

- Power operated doors - external and internal
- Accessible washrooms on every floor
- Accessible sinks and accessories in the cafeteria
- Elevators to move between floors
- Sufficient spacing to allow free movement throughout the building
- Accessible seating in the cafeteria

In addition all Emergency Guides have been developed with individuals with disabilities in mind. Evacuation procedures and equipment have been established to assist any and all individuals with disabilities.

WVC is constantly upgrading its facilities to provide enhanced accessibility. Over the next number of years, plans are in place to provide the following upgrades:

2014

- Cafeteria was upgraded to provide greater accessibility and movement through prep and clean-up areas. Accessibility has been enhanced for things such as cups, plates, coffee, hot water, etc.

2014-2015

- Work spaces are being systematically reconfigured to provide enhanced ease of movement increased natural daylight.

2015-2016

- Automatic door openers will be installed on any remaining internal doors – at present there are automated doors which provide access to all areas but there are secondary doors which presently do not have automatic controls

- All washroom doors will either be removed or automatic openers installed – presently doors are wide enough to allow for wheel chair access but only the women’s washroom on the second floor has an automatic door opener

Additional Plans for the next five years which do not as yet have specified dates:

- Installation of electronic sign boards at every meeting room will include audio function
- Install electronic message boards throughout the building with audio function
-

Information and Communication

WVC is committed to meeting the communication needs of people with disabilities and has included in all policies and operating procedures elements to address various types of communication requirements. WVC regularly communicates with individuals with special needs and makes available communication mechanisms to meet their circumstances.

WVC regularly reviews all of its communication methods to ensure there are no barriers impeding accessibility. As needs are identified appropriate communication mechanisms are put into place.

“See - Part 2 (Below)”

The following areas are covered in **AODA Multi-Year Accessibility Plan - Part 2:**

- **Accessibility Policy and Plan**
- **Accessible Emergency Information**
- **Individualized Emergency Procedures**
- **Procurement**
- **Employment;** Recruitment, Selection, Training, Work Accommodation
- **Information and Communication**

For More Information

For more information on this accessibility plan, please contact the **People and Culture Division**.

Phone: (905) 565-6200

Email: accessibility@worldvision.ca

World Vision Canada
AODA Multi-Year Accessibility Plan 2014 – 2020
Part 2



Category	Regulation/Requirement	Action Required by WVC	Responsibility	Required Resources	Due Date	Status
Accessibility Policy	<i>O. Reg. 191/11- 3 (1-4) Accessibility Policy Develop Accessibility Policy to address compliance with Integrated Accessibility Standard Regulation.</i>	1. Develop Policy	People and Culture Division, Operating Policy Review Committee, Joint Health and Safety Committee	1.1 Accessible Customer Service Operating Policy, due for revision in 2014	December 31, 2014	Completed
		2. Communicate Policy		2.1 Post revised policy on Intranet, WVC Work Resources, Operating Policies	December 31, 2014	Completed
		3. Training		3.1 Accessibility Customer Service Training	January 1, 2012	Completed
Accessibility Plan	<i>O. Reg. 191/11- 4 (1-4) Accessibility Plan To outline compliance plan in regards to Integrated Accessibility Standard Regulation. Must be posted on website upon completion. Annual Progress Report required. Complete Plan update required every 5 years</i>	1. Develop Plan	People and Culture Division, Operating Policy Review Committee, Joint Health and Safety Committee	1.1 World Vision Canada Multi-Year Accessibility Plan	October 31, 2014	Completed
		2. Develop supporting procedures		2.1 Procedures to support Multi-Year Plan developed by various teams as outlined in plan.	March 1, 2015	In Progress
		3. Schedule reviews and monitor progress.		3.1 Schedule annual progress reviews and milestone checkpoints.	March 1, 2015	In Progress
				3.2 Schedule complete plan review and update every 5 years	March 1, 2015	Pending
Accessible Emergency Information	<i>O. Reg. 191/11- 13 (1-2) Organizations that prepare organizational emergency procedures, plans and public safety information and make that information available to the public, shall provide this information in an accessible format or via accessible communication supports as soon as practicable upon request.</i>	1. Develop Evacuation plan and procedures, include accommodations for staff and guests with disabilities	Facilities	1.1 Emergency Evacuation Procedure	June 1, 2012	Completed
			People and Culture Division	1.2 Training for Floor Wardens, Carrier volunteers and Facilities staff (performed annually and as required)	June 30, 2013	Completed
				1.3 Assistance devices (stair chairs, wheelchairs)	June 1, 2012	Completed
				1.4 Updating Emergency Contact Information	June 30, 2014	Completed
Individualized Emergency Procedures	<i>O. Reg. 191/11- 27 (1-4) Individualized workplace emergency response information must be provided upon request and in accessible formats when need is articulated. Individualized workplace emergency response information shall be reviewed when: employee moves to different location in organization, employee's overall accommodation needs or plans are reviewed and when employer reviews general emergency response policies.</i>	1. Develop individualized emergency evacuation procedures to support staff with disabilities (as needed) 2. Develop individualized medical response procedures to support staff with disabilities (as needed)	Facilities	1.1 & 2.1 Customized evacuation and medical procedures are developed to meet the needs of individual employees with disabilities.	June 30, 2014	Completed
				1.2 & 2.2 Individualized procedure documents	November 30, 2013	Completed
				1.3 & 2.3 Training for Facilities staff and assistance volunteers (performed annually and as required).	November 30, 2013	Completed
				1.4 & 2.4 Schedule bi-annual review of procedures to ensure they are current	December 31, 2014	In Progress

World Vision Canada
AODA Multi-Year Accessibility Plan 2014 – 2020
Part 2



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Procurement	<i>O. Reg. 191/11- 5 (1-3)</i> <i>Procurement procedures must incorporate accessibility criteria. If not “practicable” organization must provide explanation upon request.</i>	1. Review Procurement Procedures	Strategic Sourcing & Procurement	1.1 Schedule template review.	March 1, 2015	Pending
		2. Include Accessibility criteria in purchase agreements and contracts.		2.1 Purchase Order Terms and Conditions	December 1, 2015	Pending
				2.2 Contract Templates	September 30, 2015	Pending
Employment	<i>O. Reg. 191/11 – 22</i> <u><i>Accommodation – Recruitment</i></u> <i>Notice shall be provided to employees and public about the availability of accommodation for applicants with disabilities during recruitment process.</i>	1. Update employment policies and procedures to include accommodation policy for recruitment.	People and Culture Division	1. Updated employment policies and procedures	May 31, 2015	In Progress
	<i>O. Reg. 191/11 – 23(1-2)</i> <u><i>Accommodation – Selection</i></u> <i>Accommodation shall be provided to applicants selected to participate in assessment or selection process, upon request. Suitable accommodation shall be provided in manner that takes applicant’s accessibility needs.</i>	1. Develop a recruitment accessibility statement and procedures for the careers webpage.	People and Culture Division, Technology and Innovation Division	1. Accessible Recruitment Statement and Procedures	December 31, 2014	Completed
		2. Post recruitment accessibility statement in the careers webpage.	People and Culture Division, Technology and Innovation Division	2. Communication Plan	December 31, 2014	Completed
	<i>O. Reg. 191/11 - 24</i> <u><i>Accommodation Notice - New Employees</i></u> <i>Successful applicant shall be informed of availability of accommodation and shall be provided with accommodation policy when making offer of employment.</i>	1. Document existing procedures regarding disability accommodation in coordination with STD and LTD insurance provider.	People and Culture Division	1. Updated Accommodation Procedures	May 31, 2015	In Progress
		2. Include information regarding WVC’s accommodation policies and procedures in new-hire onboarding package..	People and Culture Division	2. Updated Onboarding package for new hires	May 31, 2015	In Progress

Category	Regulation/Requirement	Action Required by WVC	Responsibility	Required Resources	Due Date	Status
Employment - Training	<i>O. Reg. 191/11 – 7 (1-6) Training Employers shall provide training regarding Integrated Accessibility Regulation and Ontario Human Rights Code requirements to all employees and volunteers, persons who participate in developing organizational policy and other persons who provide goods, services or facilities on behalf of the organization. Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required</i>	<ol style="list-style-type: none"> Continue to provide Accessibility training to all newly hired employees, volunteers, and contractors. Create or update the e-learning training for Accessibility. Ensure training is accessible for all newly hired employees, volunteers and contract staff. 	People and Culture Division – Training and Development	<ol style="list-style-type: none"> Accessibility e-learning modules to meet specific requirements as identified 	As required	Ongoing
	<i>O. Reg. 191/11 – 25 (1-3) Accommodation Notice - All Employees Accommodation policy shall be provided to all employees and any updates shall be provided whenever changes are made</i>	<ol style="list-style-type: none"> Provide information to all employees regarding the revised or updated Accommodation policies and procedures. Post updated or revised Accommodation policies and procedures 	People and Culture Division – Training and Development	<ol style="list-style-type: none"> Updated Accessibility e-learning modules for current employees (short version – just include updates or additional information from the original version) Communication Plan – Intranet and chapel announcements, updated training through the Learning Wave. 	December 31, 2014	Completed
					December 31, 2014	Completed
Employment - Work Accommodation	<i>O. Reg. 191/11 – 26 (1-2) Alternate formats shall be provided to employees with disabilities upon request including information needed to perform employee’s job, information generally available in workplace. Employer will consult employee making request when determining suitability of accessible format provided.</i>	Current Provisions	People and Culture Division and Facilities	<ol style="list-style-type: none"> Create a request system and procedures whereby staff with disability may request alternative formats and communication support in order for the employee to perform their job effectively. 	May 31, 2015	In Progress
		<ol style="list-style-type: none"> Currently coordinate support with assistance from insurance provider Currently customize workspaces and work processes on an individual basis as identified and upon request using assessment tools 		<ol style="list-style-type: none"> Procedures for developing a customized accommodation plan for staff with disabilities. Denial procedures if a plan is refused. 	May 31, 2015	In Progress
		<ol style="list-style-type: none"> Follow up assessments are conducted for customizations done on behalf of employees with disabilities 		<ol style="list-style-type: none"> Coordination with insurance provider for employees returning to work. 	May 31, 2015	In Progress
	<i>O. Reg. 191/11 – 28 (1-2) Documented Accommodation Plans shall be provided to employees with disabilities</i>	Future Provisions		<ol style="list-style-type: none"> Assessment tools and/or services in coordination with the employee with disability. 	May 31, 2015	In Progress
		<ol style="list-style-type: none"> <u>Documentation</u> of processes and procedures currently in place. 		<ol style="list-style-type: none"> Documentation signed by employee demonstrating acceptance of customized plan, and steps to ensure employee privacy. 	May 31, 2015	In Progress

World Vision Canada
AODA Multi-Year Accessibility Plan 2014 – 2020
Part 2



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				6. Procedures for follow up assessment of customized accommodation plans using tools and procedures 7. Evaluation tool and procedures of accommodation plans	May 31, 2015 May 31, 2015	In Progress In Progress

World Vision Canada
AODA Multi-Year Accessibility Plan 2014 – 2020
Part 2



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Information and Communication	<p><i>O. Reg. 191/11 – 14 (1-7)</i> <i>New websites and web content shall conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to: Websites Web content (published after January 1, 2012) Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product.</i></p>	<p>Current Provisions</p> <p>Assess WCAG 2.0, Level A status for primary World Vision Canada English web properties, which include:</p> <ul style="list-style-type: none"> - www.worldvision.ca - children.worldvision.ca (eCommerce .Net App) - my.worldvision.ca (.Net Application) - catalogue.worldvision.ca (.Net Application) - churches.worldvision.ca - World Vision Artist Collective 	<p>Technology & Innovation</p> <ul style="list-style-type: none"> • Technology Strategy 	<ol style="list-style-type: none"> 1. Front-end HTML Developers 2. .Net Developers 3. External Support for Audit 	<p>June 30, 2015</p>	<p>In progress</p>
		<p>Develop technical and content guidelines for creation of new websites and publicly accessible digital content</p>	<p>Technology & Innovation</p>		<p>Aug 30, 2015</p>	<p>To be completed</p>
		<p>Implement all functional enhancements required by Assess WCAG 2.0, Level A, including upgrades to webparts (i.e Keyboard navigation).</p>	<p>Technology & Innovation</p>		<p>Dec 31, 2016</p>	<p>To be completed</p>
		<p>Implement policy within World Vision to ensure all NEW content complies with WCAG 2.0, Level A. platform permitting.</p>	<p>Technology & Innovation</p>		<p>Oct 1, 2016</p>	<p>To be completed</p>
		<p>All new websites (1 page +) created by WVC or Vendor Partners with anticipated lifespan greater than 1 year are created to WCAG 2.0, Level A.</p>	<p>Technology & Innovation</p>		<p>Oct 1, 2016</p>	<p>On-going</p>
		<p>Future Provisions</p> <p>Assess WCAG 2.0, Level AA status for primary World Vision Canada English. www.worldvision.ca</p>	<p>Technology & Innovation</p>		<p>Jan 1, 2017</p>	<p>Pending</p>
			<p>Technology & Innovation</p>		<p>Jan 1, 2018</p>	

World Vision Canada
AODA Multi-Year Accessibility Plan 2014 – 2020
Part 2



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		All new websites created by WVC or Vendor Partners to have WCAG 2.0, Level AA status.				Pending