

Accessibility Plan 2020 – 2025

The 2020-2025 accessibility plan outlines the policies and actions that Toronto Humane Society will put in place to improve opportunities for people with disabilities in their interactions with our various services. Toronto Humane Society's Multi-Year Accessibility Plan will be reviewed and updated at least once every five (5) years, and as required.

Statement of Commitment

Toronto Humane Society believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Section One: Past Achievements to Remove and Prevent Barriers

Toronto Humane Society currently has the following initiatives in place in accordance with the Accessibility for Ontarians with Disabilities Act (2005):

Training on Integrated Accessibility Standards Regulations, Human Right Code and Customer Service

Toronto Humane Society will continue to provide training to current and new employees, volunteers, and stakeholders who deal with the public on behalf of Toronto Humane Society on Ontario's accessibility laws and Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of the employees, volunteers and stakeholders. Toronto Humane Society will provide educational or training resources in an accessible format that takes into account the accessibility needs of a person with a disability. Records of the dates and number of individuals trained will be maintained. Mandatory training content will be reviewed and updated as needed to ensure compliance.

Emergency Procedures, Plans or Public Safety Information/Accessible Emergency Information

Toronto Humane Society is committed to continue to provide customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individual emergency response information when necessary and as soon as practically possible.

Recruitment, Assessment and Selection Processes

Toronto Humane Society will continue to notify the public and staff that, when requested, Toronto Humane Society will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. Toronto Humane Society will inform applicants about the availability of accommodations when called for an interview, during the selection process, at the time of the job offer and as soon as practicable during the orientation of the new employee. Toronto Humane Society will continue to update job posting templates to include an accessibility statement. Toronto Humane Society will also review existing recruitment policies, procedures, and processes to ensure compliance.



Accessible Formats and Communication Supports

Toronto Humane Society will continue to ensure all publicly available information is made available upon request and will provide accessible formats and communication supports in a timely manner, at no additional cost.

Feedback Process

Toronto Humane Society will continue to ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing accessible formats and communication supports upon request and in a timely manner.

Recruitment, Assessment and Selection Processes

Toronto Humane Society will continue to notify the public and staff that, when requested, Toronto Humane Society will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. Toronto Humane Society will inform applicants about the availability of accommodations when called for an interview, during the selection process, at the time of the job offer and as soon as practicable during the orientation of the new employee. Toronto Humane Society will continue to update job posting templates to include an accessibility statement. Toronto Humane Society will also review existing recruitment policies, procedures, and processes to ensure compliance.

Informing Employee of Supports

Toronto Humane Society will continue to inform current and new employees, volunteers, and other stakeholders, as soon as practicable after they begin employment, of the policies supporting employees, volunteers, and other staff with disabilities. Toronto Humane Society will keep employees, volunteers, and other staff up to date on the changes to policies/procedures relating to accommodation.

Documented Individual Accommodation Plans and Return to Work Process

- A. Toronto Humane Society will take into account, review, and update current accommodation processes for employees that have been absent due to a disability. Toronto Humane Society will continuously update and review accommodation processes and plans. Toronto Humane Society will continue to document and track all individual accommodation in a confidential manner.
- B. Toronto Humane Society will take the following steps to develop and put into place a process for individual return-to-work policies for employees that have been absent due to a disability. Toronto Humane Society will continuously update, review, and document the existing return-to-work policies and process. Toronto Humane Society will continue to document and track all individual return-to-work plans in a confidential manner.

Performance Management Processes and Career Development

- A. Toronto Humane Society will continue to take into account the accessibility needs of its employees with disabilities and individual accommodation plans when utilizing the Toronto Humane Society's performance management processes.
- B. Toronto Humane Society will take steps to ensure the accessibility needs of employees are taken into consideration when using career development and advanced processes and policies. Toronto Humane Society will continuously review, and update career development and advancement policies as needed.



Redeployment

If Toronto Humane Society is to use redeployment, it shall take into consideration the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

Design of Public Space

Toronto Humane Society will establish plans to meet the Accessibility Standards for Design of Public Spaces when applicable in the building or modifying public spaces that are under Toronto Humane Society's control.

Toronto Humane Society will take appropriate measures to prevent service disruptions to accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives that are available. Currently many of our public spaces are made accessible through:

- Accessible washrooms
- Automatic doors
- Lower counter height to facilitate assistive devices

Section Two: Strategies and Action Plan**Accessible Formats and Communication Supports**

Toronto Humane Society will take the following steps to make sure all websites and content conform to WCAG 2.0, Level AA by January 1st, 2021, except for exclusions set out in the Integrated Accessibility Standards Regulation (IASR).

Designing/Procuring or Acquiring Self-Serve Kiosks

If Toronto Humane Society acquires self-serve kiosks in the future, Toronto Humane Society will take steps to ensure that employees and contractors consider the needs of people with disabilities when designing, procuring, or acquiring them.

For more information on this accessibility plan or to provide feedback, please contact Human Resources at:

- Phone: 416-392-2273 ext. 2369
- Email: hr@torontohumanesociety.com.

