

Multi-Year Accessibility Plan – 2026-2030

Purpose and Scope

The purpose of this Multi-Year Plan is to outline Toronto Humane Society's commitment to improving accessibility for all members of our community and to communicate our strategy to identify, prevent, and remove barriers to accessibility for persons with disabilities.

This plan is intended to meet the requirements of the *Integrated Accessibility Standards Regulations* (the "IASR") made pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA").

This plan is reviewed and updated at least once every five years.

Statement of Commitment

Toronto Humane Society is committed to providing an accessible environment for all employees, clients, customers, job applicants, visitors, and suppliers who may enter our premises, access our information, or use our services.

As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulations.

We endeavour to ensure that persons with disabilities are provided with equal opportunities and are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Past Achievements to Remove and Prevent Barriers – 2020-2025

Toronto Humane Society provided training during orientation to new employees, volunteers, and placement students who deal with the public on behalf of Toronto Humane Society as it relates to people with disabilities.

Toronto Humane Society provided refresher training to front-line staff who deal with members on behalf of Toronto Humane Society as it relates to people with disabilities.



Toronto Humane Society installed a personalized emergency alarm system for a staff member with a disability.

Toronto Humane Society updated and streamlined its processes for receiving and responding to feedback from the public on our accessibility efforts.

Toronto Humane Society created a dedicated page for accessibility on its public website.

Toronto Humane Society included a statement of commitment to accessibility in all internal staff correspondence.

Ongoing Initiatives to Prevent and Remove Barriers

In accordance with the AODA, Toronto Humane Society has the following initiatives in place:

- Training on all aspects of AODA and the Human Rights Code
 - Toronto Humane Society will continue to provide training to new employees, volunteers, and placement students who deal with the public on behalf of Toronto Humane Society as it relates to people with disabilities.
 - Training will be provided in a manner that best suits the duties of the employees, volunteers, and placement students.
 - Toronto Humane Society will provide educational or training resources in a format that considers 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 and Plans
 - Toronto Humane Society will continue to provide customers and clients with publicly available emergency information in an accessible way upon request.
 - Employees with disabilities will be provided 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



persons with disabilities during the recruitment and assessment processes as well as upon hire.

- Toronto Humane Society will inform applicants about the availability of accommodations when contacted for an interview, during the selection process, at the time of job offer, and as soon as practicable during the orientation of the new employee.
 - Toronto Humane Society will continue to update job postings templates to include an accessibility statement.
 - Toronto Humane Society will also review existing recruitment policies, procedures, and processes to ensure compliance and inclusivity.
- 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.
 - Informing Employees of Supports
 - Toronto Humane Society will continue to inform new and current employees, volunteers, and placement students of the policies supporting other staff with disabilities as soon as practicable after they begin employment.
 - Toronto Humane Society will ensure employees, volunteers, and placement students are kept informed on any changes to policies/procedures relating to accommodation.
 - Individual Accommodation Plans and Return to Work Plans
 - Toronto Humane Society will continue to work with employees requiring support to draft, review, and update individual accommodation plans and return to work plans after an employee has been absent from work due to disability.
 - Toronto Humane Society will continue to document and track all individual accommodation plans in a confidential manner.
 - Performance Management Processes and Career Development
 - Toronto Humane Society will continue to consider the accessibility needs of its employees with disabilities and individual accommodation



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

Strategies and Action Plan for 2026-2030

Toronto Humane Society, led by the Human Resources team, commits to the following initiatives for the upcoming accessibility period:

- Collaborate with our Diversity, Equity, and Inclusion Council
 - Toronto Humane Society intends to utilize our cross-departmental council to meet regularly to review and reduce/remove barriers to accessibility.
 - The council will include employees from across the organization who interact with staff, customers, clients, and the facilities in diverse ways.
 - The council will collaborate closely with the Joint Health and Safety Committee to ensure inclusivity and effectiveness.
 - This initiative will be led by the Diversity, Equity, and Inclusion team, in partnership with the Human Resources team, and the Joint Health and Safety Committee.
- Accessibility Policies and Procedures Updates
 - Toronto Humane Society commits to reviewing and updating its accessibility policies and programs.
 - An Accommodation Manual will be developed to guide managers when supporting their employees with disabilities.
 - All current customer-facing employees, volunteers, and placement students at Toronto Humane Society will regularly undergo a refresher training course on the principles of AODA, specifically Customer Service.
 - This initiative will be led by the Human Resources team in partnership with the Diversity, Equity, and Inclusion team.



- Accessible Public Events
 - Toronto Humane Society will endeavour to ensure that all public events take place at accessible locations and will take steps to confirm that each physical event space is accessible before finalizing an event.
 - Toronto Humane Society will ensure that internal materials provided for public events will be in accessible formats upon request.
 - This initiative will be led by the Marketing and Fundraising team in partnership with the Human Resources team and the Diversity, Equity, and Inclusion team.

- Design and Maintenance of Public Spaces
 - Toronto Humane Society will establish plans to meet the Accessibility Standards for Design of Public Spaces when applicable in 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.
 - Accessible spaces include but are not limited to:
 - ✓ Washrooms
 - ✓ Automatic doors
 - ✓ Lower counter height(s) to facilitate assistive devices
 - This initiative will be a partnership with Human Resources, the Strategic Leadership team, and the Finance, Facilities, and Procurement Teams.

- Designing/Procuring or Acquiring Self-Serve Kiosks
 - If Toronto Humane Society acquires self-serve kiosks in the future, Toronto Humane Society ensure that employees and contractors consider the needs of persons with disabilities when designing, procuring, or acquiring the kiosks.
 - This initiative will be a partnership with Human Resources, the Strategic Leadership team, and the Finance, Facilities, and Procurement Teams.

For more information on this Multi-Year Accessibility Plan or to provide feedback, please contact Human Resources at:

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