

WORLD VISION CANADA



World Vision Canada:

Compliance with Accessibility for Ontarians with Disabilities – Part 1 and 2

06/30/2021

Accessibility for Ontarians
With Disabilities Act
(AODA)

Multi-Year Accessibility Plan
2014-2021 - Part 1 and 2

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

This 2014 - 2021 accessibility plan outlines the policies and actions that WVC has 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.

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 were 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

- Workspaces were reconfigured to provide enhanced ease of movement and increased natural daylight.

2015-2016

- Automatic door openers were installed on remaining internal doors.
- All washroom doors have automatic openers installed – doors are wide enough to allow for wheelchair access.

In addition:

- Electronic sign boards in every meeting room include audio function.
- Electronic message boards throughout the building with audio function were installed.

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

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 (P&C) 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	Complete
		2. Communicate Policy		2.1 Post revised policy on Intranet, WVC Work Resources, Operating Policies	December 31, 2014	Complete
		3. Training		3.1 Accessibility Customer Service Training	January 1, 2012	Complete - Ongoing
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	P&C Division, Operating Policy Review Committee, Joint Health and Safety Committee	1.1 World Vision Canada Multi-Year Accessibility Plan	October 31, 2014	Complete
		2. Develop supporting procedures		2.1 Procedures to support Multi-Year Plan developed by various teams as outlined in plan.	March 1, 2015	Complete
		3. Schedule reviews and monitor progress.		3.1 Schedule annual progress reviews and milestone checkpoints.	March 1, 2015	Complete
				3.2 Schedule complete plan review and update every 5 years	March 1, 2015	Complete

Accessible Emergency Information	<i>O. Reg. 191/11- 13 (1-2)</i> 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.	1. Develop Evacuation plan and procedures, include accommodations for staff and guests with disabilities	Facilities P&C Division	1.1 Emergency Evacuation Procedure 1.2 Training for Floor Wardens, Carrier volunteers and Facilities staff (performed annually and as required) 1.3 Assistance devices (stair chairs, wheelchairs) 1.4 Updating Emergency Contact Information	June 1, 2012 June 30, 2013 June 1, 2012 June 30, 2014	Complete Complete - Ongoing Complete Complete – Ongoing
Category	Regulation/Requirement	Action Required by WVC	Responsibility	Required Resources	Due Date	Status
Individualized Emergency Procedures	<i>O. Reg. 191/11- 27 (1-4)</i> <i>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. 1.2 & 2.2 Individualized procedure documents 1.3 & 2.3 Training for Facilities staff and assistance volunteers (performed annually and as required). 1.4 & 2.4 Schedule bi-annual review of procedures to ensure they are current	June 30, 2014 November 30, 2013 November 30, 2013 December 31, 2014	Complete Complete Complete - ongoing Complete
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 2. Include Accessibility criteria in purchase agreements and contracts.	Strategic Sourcing & Procurement	1.1 Schedule template review 2.1 Purchase Order Terms and Conditions 2.2 Contract Templates	March 1, 2015 December 1, 2015 September 30, 2015	Complete Complete Complete
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</i>	1. Update employment policies and procedures to include accommodation policy for recruitment.	P&C Division	1. Updated employment policies and procedures	December 31, 2014	Complete

	<p><i>for applicants with disabilities during recruitment process.</i></p> <p><i>O. Reg. 191/11 – 23(1-2) <u>Accommodation – Selection</u> 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></p> <p><i>O. Reg. 191/11 - 24 <u>Accommodation Notice - New Employees</u> Successful applicant shall be informed of availability of accommodation and shall be provided with accommodation policy when making offer of employment.</i></p>	<ol style="list-style-type: none"> 1. Develop a recruitment accessibility statement and procedures for the careers webpage. 2. Post recruitment accessibility statement in the careers webpage. 1. Document existing procedures regarding disability accommodation in coordination with STD and LTD insurance provider. 2. Include information regarding WVC’s accommodation policies and procedures in new-hire onboarding package. 	<p>P&C, Digital and Information Technology (D&IT) Divisions</p> <p>P&C, D&IT Divisions</p> <p>P&C Division</p> <p>P&C Division</p>	<ol style="list-style-type: none"> 1. Accessible Recruitment Statement and Procedures 2. Communication Plan 1. Updated Accommodation Procedures 2. Updated Onboarding package for new hires 	<p>December 31, 2014</p> <p>December 31, 2014</p> <p>December 31, 2014</p> <p>December 31, 2014</p>	<p>Complete</p> <p>Complete</p> <p>Complete</p> <p>Complete</p>
<p>Employment - Training</p>	<p><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></p>	<ol style="list-style-type: none"> 1. Continue to provide Accessibility training to all newly hired employees, volunteers, and contractors. 2. Create or update the e-learning training for Accessibility. Ensure training is accessible for all newly hired employees, volunteers and contract staff. 	<p>P&C Division – Training and Development</p>	<ol style="list-style-type: none"> 1. Accessibility e-learning modules to meet specific requirements as identified 	<p>As required</p>	<p>Complete - Ongoing</p>

	<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"> 1. Provide information to all employees regarding the revised or updated Accommodation policies and procedures. 2. Post updated or revised Accommodation policies and procedures 	P&C Division – Training and Development	<ol style="list-style-type: none"> 1. Updated Accessibility e-learning modules for current employees (short version – just include updates or additional information from the original version) 2. Communication Plan – Intranet and all staff announcements, updated training through the Learning Wave. 	December 31, 2014	Complete-Ongoing
					December 31, 2014	Complete - ongoing
Category	Regulation/Requirement	3. Action Required by WVC	Responsibility	2. Required Resources	Due Date	Status
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	P&C Division and Facilities	<ol style="list-style-type: none"> 1. Procedures for developing a customized accommodation plan for staff with disabilities. 2. Coordination with insurance provider for employees returning to work. 3. Assessment tools and/or services in coordination with the employee with disability. 4. Documentation signed by employee demonstrating acceptance of customized plan 5. Procedures for follow up assessment of customized accommodation plans using tools and procedures 6. Evaluation tool and procedures of accommodation plans 	December 31, 2014	Complete
		<ol style="list-style-type: none"> 1. Currently coordinate support with assistance from insurance provider 2. Currently customize workspaces and work processes on an individual basis as identified and upon request using assessment tools 			December 31, 2014	Complete
		<ol style="list-style-type: none"> 3. Follow up assessments are conducted for customizations done on behalf of employees with disabilities 			December 31, 2014	Complete
		Future Provisions			December 31, 2014	Complete
		<ol style="list-style-type: none"> 3. <u>Documentation</u> of processes and procedures currently in place. 			December 31, 2014	Complete
	<i>O. Reg. 191/11 – 28 (1-2) Documented Accommodation Plans shall be provided to employees with disabilities.</i>					

<p>Information and Communication</p>	<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> <ol style="list-style-type: none"> 1. Assess WCAG 2.0, Level AA status for primary World Vision Canada English web properties, which include: <ol style="list-style-type: none"> a. www.worldvision.ca and all of its microsites & landing pages b. Donate.worldvision.ca c. my.worldvision.ca d. Lower traffic microsites and landing pages 2. Implement all functional enhancements required by Assess WCAG 2.0, Level AA, including upgrades to webparts (i.e. Keyboard navigation). 3. Implement policy within World Vision to ensure all NEW content and newly created content pages comply with WCAG 2.0, Level AA. 4. 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 AA. 	<p>Digital Marketing - Planning</p> <p>Digital and Information Technology Division - Implementation</p> <p>Digital and Information Technology Division</p> <p>New content pages - Digital and Information Technology Division</p> <p>Newly created content – Brand and Creative</p> <p>Digital and Information Technology Division</p>	<ol style="list-style-type: none"> 1. All web properties are undergoing a thorough manual audit provided by our external partner, Essential Accessibility. Following the audits, we are proceeding with a remediation and testing process to ensure AA compliance. 2. Our Design System has been updated to ensure all functional enhancements are implemented. Future enhancements or modifications will also be AA compliant. 3. Our content teams have completed accessibility training. A policy is in place dictating that all newly created content and content pages must be AA compliant going forward. Additional training to ensure our teams will maintain their skills is planned for the remainder of 2021. 4. All web developers have received training to ensure they are able to develop web properties that are AA compliant. 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. June 16, 2021 b. June 16, 2021 c. June 16, 2021 d. March 1, 2022 2. June 16, 2021 3. May 31, 2021 4. May 31, 2021 	<ol style="list-style-type: none"> 1. <ol style="list-style-type: none"> a. Complete b. Complete c. Complete d. Ongoing 2. Complete 3. Complete 4. Complete
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		<p>5. Monitor future changes of AODA regulations.</p>	<p>Brand and Creative, Digital and Information Technology Division</p>	<p>5. Accountability and responsibility for AODA compliance sits with all of our teams and creators. It is imperative that we keep ourselves aware of any changes to legislation and best practice, so we can ensure our internal teams are appropriately trained and our external vendor partners are held accountable.</p>	<p>Ongoing</p>	<p>5. Ongoing</p>
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