

Introduction

March of Dimes Canada is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) as they are introduced. In doing so, we affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

This Multi-Year Accessibility Plan outlines the policies, achievements and actions that March of Dimes Canada and its subsidiaries have put in place to improve opportunities for people with disabilities. The current plan covers a five-year period (2013-2018) to align with our strategic plan.

Statement of Commitment

March of Dimes Canada is committed to treating all people with 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.

March of Dimes Canada is committed to continue developing, implementing and maintaining policies governing how the organization achieves or will achieve accessibility through meeting this Regulation. To facilitate this commitment, March of Dimes Canada will establish, maintain and document a multi-year accessibility plan, that will be reviewed and updated every year to identify progress made in addressing barriers and it will be posted on the March of Dimes Canada website and Staff Intranet.

I. Customer Service Accessibility Standard

The Customer Service Standard, the first standard under The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of addressing service in all manner of public and private business relationships. Implementation was required to be completed by 2012 and March of Dimes Canada met this requirement.

March of Dimes Canada and its subsidiaries use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or

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on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- March of Dimes Canada employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

March of Dimes Canada has been in compliance with the Accessible Customer Service Regulation under the AODA since March 2010.

The following measures have been implemented by March of Dimes Canada and its subsidiaries:

- Senior management has established an Accessibility Advisory Committee to present and/or revise practices and procedures as required.
- The Accessible Customer Service Policy was published on our website.
- The Accessible Customer Service Policy was incorporated into March of Dimes Canada's Code of Business Conduct. Our policy requires that the Code of Business Conduct must be read, reviewed and signed by every employee upon hire, and as part of the annual performance review process for all employees.
- Policy Review will take place within the organization and its subsidiaries annually.
- Notice will be provided on the website, over the phone, or in writing where applicable, and in accordance with the Business Recovery Plan when a Service Disruption occurs and will be done as quickly as possible if the disruption is unexpected.
- Training on AODA Customer Service has been provided and will be given to every person who participates in developing the policy, practices and procedures and this includes every person who deals with the public on behalf of March of Dimes Canada, i.e. employees, agents, volunteers, management, consultants or

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suppliers. New employees and volunteers must complete training within two (2) weeks of employment.

- Training on Sensitivity Awareness has been developed and will continue to be offered to all employees. This full-day workshop addresses areas with regard to how to better interact with persons with disabilities. This is a highly interactive course that combines information, group and individual learning activities that will allow training participants to apply learned concepts to a variety of workplace scenarios. The course is based on the principles and practices we believe are necessary to guide our employees in supporting the March of Dimes Canada's Vision 'to create a society inclusive of people with physical disabilities', and the Mission 'to maximizing the independence, personal empowerment and community participation of people with physical disabilities'.
- Completion of training of all employees is tracked and recorded.
- Comments relating to our programs and services with regard to customer service are welcomed and appreciated. A process has been established to encourage feedback regarding the way March of Dimes Canada provides goods and services to people with disabilities. This feedback can be made: verbally, by e-mail, by feedback card or in writing. All feedback will be directed to the director for that business unit.
- A process is in place to ensure that all feedback collected from clients, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken.
- Any person with a disability who is accompanied by a support person or by a service animal will be allowed to ensure March of Dimes Canada's premises with his or her support person and service animal. At no time will a person with a disability who is accompanied by a support person or service animal be prevented from having access to his or her support person and/or service animal while on our premises.
- Report compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website annually.

II. Integrated Accessibility Standards Regulation (IASR)

a. Accessible Emergency Information

March of Dimes Canada is committed to providing customers and clients with publicly available emergency information, plans or public safety information in an accessible way upon request, this information will also be available to the public.

March of Dimes Canada has provided and will continue to provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee providing the assistance.

March of Dimes Canada has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. March of Dimes Canada will continue to review the individualized workplace emergency response plans when necessary, such as when the location of the employee changes.

b. Training

March of Dimes Canada will provide training to employees, volunteers and other staff members 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 and needs of employees, volunteers and other staff members and every person who deals with the public on behalf of March of Dimes Canada, including third parties i.e. employees, agents, volunteers, management. In addition, employees may also have to be trained on one or more of the standards— information and communications, employment or transportation, as it relates to the duties and responsibilities of their position.

March of Dimes Canada has taken the following steps to ensure employees were provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Developed a process that determines and ensures the correct training is delivered on the requirements of the IASR and Ontario Human Rights Code.
- Provided educational or training resources or materials in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensured new employees and volunteers all complete training within two (2) weeks of employment.
- Maintains a database of the training participant's names and dates of completion.

III. Information and Communications Standards

March of Dimes Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.

March of Dimes Canada has undertaken the following plans to ensure compliance with this standard:

- Management ensures that essential company information is accessible to persons with disabilities.
- A feedback process has been established that is accessible, alternate formats are also available such as telephone, mail and in-person. These processes have been communicated to the public and are available on our website.
- Our website has been designed to be user friendly for people with a range of needs. People are encouraged to download the free browser, *eSSENTIAL Accessibility*, and evaluate it against their needs, then contact March of Dimes Canada via email or phone if they require additional information. The eSSENTIAL Accessibility icon is featured on our website it serves as a useful tool for enabling people with physical limitations such as impaired hand coordination that makes it difficult to navigate websites. It was not intended for use by people with total loss of vision; other tools are available for this purpose, and the general public can get information about these from the CNIB website.
- Our website also provides a feature that allows users to change the size of text online to suit their preference.
- Training on the AODA Information and Communication Standards has been provided to staff that are involved in developing or disseminating information internally or externally on behalf of the organization.

In accordance with the IASR, March of Dimes Canada plans to review and convert existing emergency & public safety information into a format that that will allow it to be made available in accessible formats on request and in a timely manner.

March of Dimes Canada has made new websites and content on those sites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A and commits to conform to WCAG 2.0, Level AA by January 1, 2021.

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March of Dimes Canada will take the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing website organization and content.
- Consult with persons requesting alternative formats.
- Ensure that internet websites and web content conforms to WCAG 2.0 Level AA.
- Post a notice on the website and on premises that information is available in a variety of accessible formats.
- Establish a plan/familiarize staff with sources and time-frames for formatting that is not feasible to do in-house. i.e. captioning, video-description and conversion to Braille or audio and any other formatting.

IV. Employment Standards

March of Dimes Canada is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, March of Dimes Canada will accommodate people with disabilities throughout the recruitment and onboarding process.

a. Recruitment

March of Dimes Canada is committed to ensuring that our recruitment and assessment processes are fair and accessible. All supervisors and other employees involved in staffing of any type are required to complete the AODA Employment Standard training module available online, and the two-day in-class workshop on Hiring for Performance.

March of Dimes has taken the following steps to ensure compliance with this standard:

- Specify that accommodation is available for applicants with disabilities in recruitment material, and with regards to interviews and assessments.
- When making offers of employment, notify successful applicant of policies for accommodating employees with disabilities.
- Inform employees of policies supporting employees with disabilities. Provide this information to new employees as soon as practicable after hiring.
- Provide updated information on accommodations policies to employees when changes occur.
- Consult with employee to determine suitability of format or support.

b. Documented Individual Accommodation Plans

March of Dimes Canada is committed to producing and providing documented individual accommodations that include the following:

- Participation of the employee requiring the individual accommodation plan.
- Requesting outside medical evaluation to determine if accommodation can be achieved and how.
- Ensuring a high level of privacy.
- Providing regular review and updates.
- Providing reason for denial if applicable.
- Providing Individual Accommodation Plans in a format that takes into account the needs of the employee.
- And if required, including individualized workplace emergency response information.

c. Return to Work

March of Dimes Canada is committed to developing and putting in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

March of Dimes Canada has developed and maintains a return to work process for our employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process includes steps March of Dimes Canada takes to facilitate the return to work process & uses the documented individual accommodation plans. For further details on the return to work process, employees can refer to the Human Resources.

d. Performance Management, Career Development & Redeployment

March of Dimes Canada is committed to ensuring the accessibility needs of employees with disabilities needs are taken into account with regards to performance management, career development and redeployment processes.

March of Dimes Canada will review and update the Human Resources Policies and Procedures Manual to include the following elements:

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- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when using performance management processes.
- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when providing career development and advancement opportunities.
- Policies that support addressing the accessibility needs of employees with disabilities, as well as taking into account individual accommodation plans when redeploying employees with disabilities.

For further details on Individual Accommodation Plans, Recruitment, Performance Management, Career Development & Redeployment, as well as the Return to Work process, employees can refer to the Human Resources Manual.

V. Transportation Standards

March of Dimes Canada is committed to maintaining policies and planning for accessibility and the training of staff to comply with the accessibility standards related to the Transportation Standards outlined in the Accessibility for Ontarians with Disabilities Act. All staff that are involved in transporting people – either for free or for a fee, will need to complete the AODA Transportation Standard training module. Records are kept of the training provided. These commitments will be available in accessible formats upon request.

ModMobility® is based on a relationship between March of Dimes Canada and Hospital Special Needs Inc (HSNI). Both organizations share a common goal of providing transportation and recreation services for people with disabilities. This bus service is available to retirement residences, nursing homes, centres for people with disabilities, hospitals and other groups who organize outings. MODMobility® does not provide transportation to individuals.

March of Dimes Canada has taken the following steps to ensure compliance with this standard:

- Made available to the public current information on accessibility equipment and features of their vehicles and services.
- Established, implemented, maintained and documented emergency preparedness and response policies that provide for safety of persons with disabilities. These policies are also made available to the public.
- As a specialized transportation Service, March of Dimes Canada has an identified process for estimating the demand for specialized transportation

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services, developed steps to reduce wait time, and in the accessibility plans described the procedures for dealing with accessibility equipment failures.

- Ensure that records are kept of the training provided

March of Dimes Canada will take the following steps to ensure compliance with this standard:

- Provide accessibility training to employees and volunteers on the safe use of accessibility equipment and features
- Acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment fails
- Emergency preparedness and response procedures that provide for the safety of persons with disabilities

a. Design of Public Spaces

March of Dimes Canada will establish plans to meet the Accessibility Standards for the Design of Public Spaces when applicable in the building or modifying public spaces under March of Dimes Canada's control.

March of Dimes Canada will take appropriate measures to prevent service disruptions to accessible parts of its public spaces, such as the access to owned offices and facilities. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

Contact Details

For more information on this accessibility plan, please contact:

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Standard and accessible formats of this document are available free upon request.