

The Toronto Humane Society's Multi-year Accessibility Plan

This 2014-2021 accessibility plan outlines the policies and actions that the Toronto Humane Society will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The Toronto Humane Society is committed to treating all persons 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 Accessibilities for Ontarians with Disabilities Act ("AODA").

Accessible Emergency Information

The Toronto Humane Society is committed to providing customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The Toronto Humane Society will provide training to employees, volunteers, and other staff members who deal with the public on our behalf on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Records of dates and number of individuals trained will be maintained. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

The Toronto Humane Society will take the following steps to ensure employees and volunteers are provided with the training needed to meet Ontario's accessibility laws by January 1, 2015.

- Mandatory training will be reviewed and updated as needed to ensure compliance

Kiosks

The Toronto Humane Society will take the steps to ensure employees consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks by January 1, 2014.

- If we do purchase a self-serve kiosk, we will develop a plan on the procuring/acquiring of accessible self-serve kiosks

Information and Communications

The Toronto Humane Society is committed to meeting the communication needs of persons with disabilities. We will consult with people with disabilities to determine their information and communication needs.

We will work with our vendors to ensure all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

The Toronto Humane Society will take the following steps to make sure existing feedback processes are available to people with disabilities upon request by January 1, 2015

- Provide contact information on the Toronto Humane Society website for inquiries
- Ensure frontline staff have contact information for people with disabilities

The Toronto Humane Society will take the following steps to make sure all publicly available information is made available upon request by January 1, 2016.

- Information about public services, surrender and adoption are available online, over the phone and in person
- Provide accessible formats and communication supports in a timely manner, at no additional cost

The Toronto Humane Society will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

- Train all key staff on WCAG 2.0 guidelines
- Identify new websites and new web content to be deployed

Employment

The Toronto Humane Society is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, the Toronto Humane Society will accommodate people with disabilities during the recruitment and assessment processes when people are hired.

- 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 after the new employee begins – specifically at orientation
- Update job posting templates to include accessibility statement
- Review existing recruitment policies, procedures and processes

The Toronto Humane Society will take the following steps to develop and put into place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

- Review, update and document existing return to work process
- Review and update current accommodation process

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if when using performance management, career development and redeployment processes.

- Create accessible employment procedure

Informing Employees of Supports

The Toronto Humane Society will inform current employees and new hires, as soon as practicable after they begin employment, of policies supporting employees with disabilities.

Keep employees up to date on changes to policies/procedures relating to accommodation.

Design of Public Spaces

The Toronto Humane Society will establish plans to meet the Accessibility Standards for the Design of Public Spaces when applicable in the building or modifying public spaces under Toronto Humane Society's control. Toronto Humane Society will take appropriate measures to prevent service disruptions to accessible parts of its public spaces and in the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

Currently many of our public spaces are made accessible through:

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

The Toronto Humane Society will put the following procedure in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption we will notify the public of the service disruption and alternatives available.

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

Accessible formats of this document are available free upon request from:

hr@torontohumanesociety.com or 416-392-2273 ext 2369