

ACCESSIBILITY OF ONTARIANS WITH DISABILITIES ACT (AODA)

WWF-Canada's Multi-Year Accessibility Plan

Update: December 2019



Introduction

WWF-Canada is committed to providing a barrier-free environment for our clients/customers, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises or access our information. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* (“AODA”), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and eventually, for the Built Environment.

While this legislation only applies to our offices in Ontario, WWF-Canada has committed to applying Accessibility standards within all of our offices across Canada.

Statement of Commitment

WWF-Canada 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* and its regulations.

We are committed to ensuring our organization’s compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation with our policies, procedures, programs, and training.

Accessibility Plan

WWF-Canada has developed, is maintaining and documents an Accessibility Plan outlining the organization’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

WWF-Canada’s Accessibility Plan will be posted on the company website and will be reviewed and updated at least once every five years. Upon request, we will provide a copy of the Accessibility Plan in an accessible format.



For the most recently updated plan, please see Appendix A.



AODA Committee

WWF-Canada has established a committee that will be dedicated to all matters related to accessibility and will be pivotal in ensuring that WWF-Canada achieves compliance through the various phases of attaining an accessible Ontario. The committee is comprised of the following individuals:

- Aziza Bhalloo – Senior Manager, Human & Volunteer Resources
- Daniel McDonnell – Associate Specialist, Donor Database
- Emily Giles – Senior Specialist, Species
- Jessica Park – Senior Manager, Arctic

Training

WWF-Canada will ensure that training is provided on the requirements of the Regulation which include training on the Ontario Human Rights Code as it pertains to persons with disabilities. This training applies to:

- All employees and volunteers;
- All persons who participate in developing WWF-Canada's policies; and
- All other persons who provide goods, services, or facilities on behalf of the organization

The training will be appropriate to the duties of the employees, volunteers, and other persons.

All of the aforementioned groups will be trained on WWF-Canada's Accessible Customer Service Policy.

Employees will be trained when changes are made to the Accessibility Policy. New employees will be trained as part of the onboarding process, within a month of their start.

WWF-Canada will keep a record of the training it provides.



Information and Communications

FEEDBACK

WWF-Canada will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

ACCESSIBLE FORMAT AND COMMUNICATION

Upon request, WWF-Canada will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability. WWF-Canada will consult with the person making the request in determining the suitability of an accessible format or communication support.

ACCESSIBLE WEBSITE AND WEB CONTENT

WWF-Canada will ensure that all web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A by January 1, 2014, except where this is impracticable.

WWF-Canada will ensure that all web content conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA by January 1, 2021, except where this is impracticable.



Employment

WWF-Canada is committed to fair and accessible employment practices.

RECRUITMENT

WWF-Canada will notify its employees and the public about the availability of accommodation for applicants with disabilities at various stages during its recruitment process:

- All postings will inform job applicants of the availability of accommodations during any point of the recruitment process.
- WWF-Canada will notify job applicants when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.
- If a selected applicant requests an accommodation, WWF-Canada will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account that applicant's accessibility needs due to disability.
- When making offers of employment, WWF-Canada will notify the successful applicant of its policies for accommodating employees with disabilities.

INFORMING EMPLOYEE OF SUPPORTS

WWF-Canada will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Upon the request of an employee with a disability, WWF-Canada will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his or her job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, WWF-Canada will consult with the employee making the request.



WORKPLACE EMERGENCY RESPONSE

WWF-Canada will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability. WWF-Canada will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, WWF-Canada will, with the consent of the employee, provide the workplace emergency response information to any persons designated by WWF-Canada to provide assistance to the employee.

WWF-Canada will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed, and when WWF-Canada reviews its general emergency response policies.

INDIVIDUAL ACCOMMODATION PLANS

WWF-Canada will develop and have place a written process for the development of documented individual accommodation plans for employees with disabilities in accordance with the requirements set out in the Regulation.

PERFORMANCE MANAGEMENT, CAREER DEVELOPMENT AND ADVANCEMENT, & REDEPLOYMENT

WWF-Canada will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.

If you have any questions or concerns about this policy or its related procedures please contact:

Aziza Bhalloo (Senior Manager, Human & Volunteer Resources)

Phone: (416) 484-7731

Mailing Address: 410 Adelaide Street West, Suite 400, Toronto, ON M5V 1S8

accessibility@wwfcanada.org



Appendix A - Multi-Year Accessibility Plan for WWF-Canada

The intent of this Accessibility Plan is to record requirements under the Accessibility for Ontarians with Disabilities Act (AODA) for 3 of the 4 key areas that are applicable to WWF-Canada: General Requirements (including Customer Service), Information & Communication, and Employment.

GENERAL REQUIREMENTS

SECTION 3 - ESTABLISHMENT OF ACCESSIBILITY POLICIES			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - Developed a statement of commitment with respect to Accessibility. - Statement of commitment has been made publicly available (by posting on premises such as bulletin boards in public areas and on the Organization's website). - Statement of commitment will be provided in accessible format upon request. - Accessibility policies state the rules or principles that have been put in place to support achieving accessibility goals. - Developed and communicated a policy on Accessible Customer Services Standards. - Policies have been documented in writing and have been made available to the public by way of bulletin boards in a public areas and the Organization's website). 			
Compliance Deadline	January 1, 2014	Compliance Status	Complete

SECTION 4 - ACCESSIBILITY PLANS			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - Created an AODA advisory committee which includes persons with disabilities. - Prepared annual status report on progress on achieving goals. 			
Compliance Deadline	January 1, 2014	Compliance Status	Complete



SECTION 7 - TRAINING			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - All current employees, new hires, and volunteers have been trained on the Human Rights Code as it relates to disabilities and any other training that is applicable to their role as per the IASR. - Training included information about achieving accessibility by 2025 and highlight the requirements of the three standards (employment, transportation, and information and communication) as it applies to the organization. - Training explained WWF-Canada’s requirements under the Code and the difference between the Code and IASR. - Training records have been kept that includes the name of the employee and the date they completed training. - HR has developed a system to allocate the appropriate training to staff and new hires. - Training is being provided via online training modules provided by ADP. 			
Compliance Deadline	January 1, 2015	Compliance Status	Complete

SECTION 11 - FEEDBACK			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - Made the feedback process accessible to individuals with disabilities, as requested. 			
Compliance Deadline	January 1, 2015	Compliance Status	Complete



INFORMATION & COMMUNICATION REQUIREMENTS

SECTION 12 – ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - Consulted with the person requesting accessible format or communication support after which the Organization maintains the flexibility to decide on the most appropriate accessible format or communication supports, given the needs of the person and the organization’s capability to deliver. - In situations where information is unable to be converted, the organization explains to the person why they are unable to do so and provide a summary of the content. - Has notified the public about the availability of accessible formats and communication supports and can be posted on the website, premises, or other reasonable methods. 			
Compliance Deadline	January 1, 2015	Compliance Status	Complete

SECTION 14 – WEBSITES AND WEB CONTENT			
How WWF-Canada will Comply			
<ul style="list-style-type: none"> - Internet website and web content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A. - Internet website and web content will conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. 			
Compliance Deadline (WCAG 2.0, Level A)	January 1, 2014	Compliance Status	Complete
Compliance Deadline (WCAG 2.0, Level AA)	January 1, 2021	Compliance Status	In Progress



EMPLOYMENT RELATED REQUIREMENTS

SECTION 22 – RECRUITMENT GENERAL			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - Provides information about the availability for accommodation for applicants with disabilities in our recruitment process using “Careers Page” and notifies applicants within all job postings. 			
Compliance Deadline	January 1, 2016	Compliance Status	Complete

SECTION 23 – RECRUITMENT, ASSESSMENT, OR SELECTION PROCESS			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - At the time of calling an applicant for a 1st round interview, providing an assignment as skills assessment, or inviting for a 2nd round interview, the HR representative will ask the candidate if they require any accommodations in order to attend the interview or complete assessments. - Applicants will be notified via phone and/or email. - If accommodations are requested, WWF-Canada will consult with the applicant to support them during the process. 			
Compliance Deadline	January 1, 2016	Compliance Status	Complete

SECTION 24 – NOTICE TO SUCCESSFUL CANDIDATES			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - At the time of extending a verbal offer, WWF-Canada’s HR representative reminds the applicant that accommodations are available if needed. - This information is also included in the offer letter that is extended to the applicant. 			
Compliance Deadline	January 1, 2016	Compliance Status	Complete



SECTION 25 – INFORMING EMPLOYEES OF SUPPORTS			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - Created a process of how employees can request accommodations. - Informed staff of the process and uploaded this process to shared drive. - Informed new hires of this process (or its existence) during orientation. - Staff will be notified of any changes being made to the process on requesting accommodations. 			
Compliance Deadline	January 1, 2016	Compliance Status	Complete

SECTION 26 – ACCESSIBLE FORMATS & COMMUNICATION SUPPORTS FOR EMPLOYEES			
How WWF-Canada will Comply			
<ul style="list-style-type: none"> - Upon request, WWF-Canada consults with employees with disabilities to determine which accessible formats/communications supports they require to ensure individualized response. - WWF-Canada maintains the flexibility to decide on the most appropriate accessible formats or communications supports which will depend on the needs of the employee and the capacity of WWF-Canada to provide the support - If the employee has an individual accommodation plan, the requests for accessible formats/communications supports that will be provided to the employee will be included in that plan. 			
Compliance Deadline	January 1, 2016	Compliance Status	Complete



SECTION 27 – WORKPLACE EMERGENCY RESPONSE INFORMATION			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - Upon receiving a request for accommodation, HR discusses with the employee if the disability will affect their ability to get to safety in the event of emergency. - If so, an individualized workplace emergency response plan is provided to the employee. - HR consults with the employee on what accommodations will look like and will provide this information to affected parties on an as need to know basis (ie. Fire Department, fellow co-worker who may need to assist in an emergency, etc.). - WWF-Canada will share the individual plan with any designated individuals that need to assist in the event of an emergency (only privy to accommodation not the nature of the disability). - HR provides a completed document that will outline steps on how to respond in an emergency situation, who will be informed of the accommodation, when the plan will be revisited, and get signature of employee. 			
Compliance Deadline	January 1, 2012	Compliance Status	Complete

SECTION 28 – DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS			
How WWF-Canada will Comply			
<ul style="list-style-type: none"> - Created a process of how individual requests for accommodation will take place and be handled. - Informed employees on this process and made it available on the shared drive. - Accommodation plans are comprehensive and take into account the employee’s disability. 			
Compliance Deadline	January 1, 2016	Compliance Status	Complete



SECTION 29 – RETURN TO WORK PROCESS			
How WWF-Canada will Comply			
<ul style="list-style-type: none"> - Created a process of how return to work from disability will be handled and will be followed for employees who have permanent, recurring, or temporary disabilities. - Documented any accommodations required as a result of the disability in order for the person to resume work duties and create an individual accommodation plan. - WWF-Canada maintains the flexibility to create a return to work process that best fits their existing organizational culture and business practices - Informed employees on this process and have made it available on the shared drive. - Accommodation plans are comprehensive and take into account the employee’s disability. 			
Compliance Deadline	January 1, 2016	Compliance Status	Complete

SECTION 30 – PERFORMANCE MANAGEMENT			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - Reviewed individual accommodation plans to understand the employee’s accommodation needs and determine whether it needs adjusting to improve his or her performance on the job. Provided documents related to performance management or provide feedback in a way that takes into account a person’s disability. 			
Compliance Deadline	January 1, 2016	Compliance Status	Complete

SECTION 31 – CAREER DEVELOPMENT AND ADVANCEMENT			
How WWF-Canada has Complied			
<ul style="list-style-type: none"> - When providing career development and advancement opportunities, WWF-Canada takes into account what accommodations employees with disability may need to succeed elsewhere in their organization or to take on new responsibilities in their current position. 			
Compliance Deadline	January 1, 2016	Compliance Status	Complete



SECTION 32 - REDEPLOYMENT

How WWF-Canada has Complied

- Reviews individual accommodation plans when moving employees with disabilities to other job within the organization.
- Updates any individual accommodation plans as a result of redeploying.

Compliance Deadline	January 1, 2016	Compliance Status	Complete
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