



WORLD WILDLIFE FUND CANADA

ACCESSIBILITY POLICIES

Updated: November 2023

[Introduction](#)

The purpose of the Accessibility of Ontarians with Disabilities Act (AODA) is to benefit all Ontarians through the development and enforcement of standards designed to achieve “accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025.”

The government of Ontario passed the Act in 2005 to remove barriers and make Ontario a welcoming and accessible place for persons with disabilities. The Act sets out accessibility standards in five key areas of daily living:

1. Customer service
2. Information and communications
3. Employment
4. Transportation
5. Built environment

The following policies have been created to ensure compliance with the relevant standards above. For more information on how WWF-Canada exceeds compliance requirements, refer to our [Multi-Year Accessibility plan](#).

[Statement of commitment](#)

WWF-Canada is committed to meeting its current and ongoing obligations under both the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and understands that the AODA and its accessibility standards do not substitute or limit its obligations under the OHRC or any other law.

WWF-Canada is committed to providing customer service and information to people with disabilities that are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

[Scope](#)

While the AODA legislation is only applicable to Ontario, WWF-Canada has opted to have these policies apply to all its offices across Canada as noted in each section.

Customer Service

Scope

This policy applies to all employees (permanent, fixed term, fulltime, and part-time) and volunteers of WWF-Canada.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our office space.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our facilities.

If WWF-Canada is holding an event outside of its designated office space, we will work with the venue on alternate ways in which the event may be accessed based on the venue's own accessibility plans.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our offices.

Communication

We will communicate with people with disabilities in ways that take into account their disability and will work with the person with a disability to determine what method of communication works for them.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation from a member of one of the following list of regulated health professionals that confirms the person needs the service animal for reasons relating to their disability.

- Audiologist
- Speech-Language Pathologist
- Chiropractor
- Nurse
- Occupational Therapist
- Optometrist
- Physician or Surgeon
- Physiotherapist
- Psychologist
- Mental Health Therapist

If service animals are prohibited by another law, we will explain why the animal is excluded and discuss with the customer another way of providing information or access to our facilities.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In situations where we are hosting an event that requires a registration fee, that fee will be waived for the support person. We will notify customers of this at the time of registration.

In certain cases, WWF-Canada might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability or others on the premises.

Before deciding, WWF-Canada will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If WWF-Canada determines that a support person is required, we will waive the admission fee for the support person, if applicable.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption in access to our facilities, WWF-Canada will notice as we become aware of the disruption. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be communicated as appropriate for the circumstance, for example, placed on our website or communicated directly to a person with a disability with whom a meeting is scheduled and, in a manner, appropriate for the disability. In addition, notices will be placed at reception for any unplanned customers that are accessing our offices.

Training

WWF-Canada will provide training to employees, volunteers and others who deal with the public or other organizations on behalf of WWF-Canada to ensure they are familiar with the appropriate ways to interact and communicate with a person with a disability.

This training will be provided to new employees and volunteers within one month of their first day with WWF-Canada.

Training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- WWF-Canada's policies related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing WWF-Canada's facilities.

Staff will also be trained when changes are made to our accessibility policies.

Feedback Process

The goal of WWF-Canada is to meet and surpass the expectations of our customers while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are always welcome and appreciated.

Anyone wishing to provide feedback on the way WWF-Canada provides services to people with disabilities can provide it to the People & Culture team using any one of the following methods:

Written Communication

- Email (ca-panda@wwfcanada.org) – this inbox is monitored by a member of our Donor Relations team and will be forwarded to a member of our People & Culture team.
- Letter which can be mailed to:
Attention: People & Culture Department
410 Adelaide Street West. Suite 400
Toronto, ON
M5V 1S8

Verbal Communication

- Over the phone (1-800-489-8800) – Please ask to speak to the People & Culture Department

All feedback will be directed to the Vice President, People & Culture and a response can be expected within 10 business days. Complaints will be addressed according to WWF-Canada's regular complaint management procedures.

WWF-Canada will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Modifications to this or other policies

Any policy of WWF-Canada that does not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities in accessing our goods and services will be modified or removed.

Notice of availability of documents

WWF-Canada will notify the public that documents related to accessible customer service are available upon request by posting a notice at our reception area and on our website.

WWF-Canada will provide this document in an accessible format with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Integrated Accessibility Standards Regulations (IASR)

Intent

This policy is intended to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005. This policy applies to the provision of accessible employment services for people with disabilities.

All employment services provided by WWF-Canada will follow the principles of dignity, independence, integration, and equal opportunity.

Scope

This policy applies to every person who deals with members of the public on behalf of WWF-Canada.

Definitions

Accessible Formats – include but not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports – include but not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready – an electronic or digital format that facilitates conversion into an acceptable format.

Websites– webpages, owned and managed by WWF-Canada, that are designed to provide access media and information.

Information – includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and conveys meaning.

Large Organization – an organization with 50 or more employees in Ontario.

Mobility Aid – a device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility Assistive Device – a cane, walker or similar aid.

Performance Management – activities related to assessing and improving employee performance, productivity and effectiveness with the goal of facilitating employee success.

Redeployment – the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

General Principles

In accordance with the Integrated Accessibility Standards, Ontario Regulation 191/11, this policy addresses the following:

- A. Employment Standards Overview
- B. Recruitment, Assessment and Selection
- C. Accessible Formats and Communication Supports for Employees
- D. Documented Individual Accommodation Plans
- E. Plans and Processes
- F. Return to Work and Redeployment

Establishment of Accessibility Policies and Plans

WWF-Canada will develop, implement and maintain policies governing how it will achieve accessibility through these requirements. WWF-Canada is responsible for including a statement of its commitment to meeting the accessibility needs of persons with disabilities in a timely manner in its policies. This should be achieved through documentation in WWF-Canada's policies and making these documents publicly available, in an accessible format upon request.

WWF-Canada will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers and meet its requirements under the IASR regulation. WWF-Canada will post its accessibility plans on their website and provide the plan in an accessible format upon request. WWF-Canada will review and update its accessibility plan once every five years and will establish, review, and update its accessibility plans.

Training Requirements

WWF-Canada will provide training for all its employees regarding the IASR and the Ontario Human Rights Code. Training will be provided for individuals who are responsible for developing WWF-Canada's policies.

A. Employment Standards Overview

The Employment Standards regulation will expand Ontario's labour pool by ensuring people with disabilities are welcome and supported within all workplaces. Employment standards will assist organizations with employment recruitment, providing accessible information, plans for emergencies, individual accommodation, return to work, performance management, and career development and redeployment.

B. Recruitment, Assessment and Selection

WWF-Canada will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and other candidate selection methods. Where an accommodation is requested, WWF-Canada will consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

Successful applicants will be made aware of WWF-Canada's policies and supports for accommodating people with disabilities.

C. Accessible Formats and Communication Supports for Employees

WWF-Canada will ensure that employees are made aware of policies for employees with disabilities and any changes to these policies as they occur. If an employee with a disability requests it, WWF-Canada will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed to perform their job; and
- Information that is generally available to all employees in the workplace.

WWF-Canada will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

D. Documented Individual Accommodation Plans

WWF-Canada has developed written processes for documenting individual accommodation plans for employees with disabilities. The process for the development of these accommodation plans includes specific elements, such as:

- The ways in which the employee can participate in the development of the plan;
- The means by which the employee is assessed individually;
- The ways an employee can request an evaluation by an outside medical expert, or other experts (at the employer's expense) to determine if accommodation can be achieved, or how it can be achieved;
- The steps taken to protect the privacy of the employee's personal information;
- The frequency with which the individual accommodation plan should be reviewed or updated determined, and how it should be done;
- The way in which the reasons for the denial of an individual accommodation plan will be provided to the employees; and
- The means of providing the accommodation plan in an accessible format, based on the employee's accessibility needs.

WWF-Canada will provide a tailored workplace emergency response plan or information for employees with disabilities, if their disability makes it necessary.

E. Plans and Processes

WWF-Canada utilizes performance management tools, provides career development and advancement to their employees. WWF-Canada will respect the accessibility needs of our employees with disabilities when developing these processes.

F. Return to Work and Redeployment

WWF-Canada has developed a return-to-work process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work. WWF-Canada will document these processes.

Employees may request an accommodation at any time during their employment at WWF-Canada. Accommodations may be requested for permanent or temporary disabilities and all accommodation plans will be created in collaboration with the employee. When an employee with a disability requests an accommodation, the following process will be followed to ensure a smooth return to work for the employee:

Recognize the Need for Accommodation

The need for accommodation can be:

- **Requested by the employee** through their manager or through the People & Culture team; or
- **Identified** by the employee's manager or the People & Culture team

Gather Relevant Information and Assess Needs

The employee is an active participant in this step:

- WWF-Canada does not require details on the nature of the employee's disability to provide an accommodation; WWF-Canada only needs to be advised of the employee's functional abilities.
- WWF-Canada may request a functional capacity assessment at the organization's expense.
- Using the Job Analysis Questionnaire completed for the employee's role, the employee, their manager, and the People & Culture team will evaluate potential options to find the most appropriate accommodation.
- If deemed appropriate, an external expert may be involved, at the organization's expense.
- WWF-Canada will have the flexibility to decide on the most appropriate accommodation and will always take into the consideration the employee's disability.

Create a Formal, Individual Accommodation Plan

Once the most appropriate accommodation has been identified, the accommodation details are documented in a formal plan, including:

- Accessible formats and communication supports, if requested by the employee;
- Workplace emergency response information, if required;
- Any other accommodation that is to be provided by WWF-Canada.

The accommodation plan is provided to the employee in a format that considers their accessibility needs due to their disability:

- The employee's personal information is protected at all times
- If an individual request for accommodation is denied, the manager or a member of the People & Culture team will provide the employee with the reason for the denial, in an accessible format, if required.

Implement, Monitor and Review the Accommodation Plan

If the accommodation plan is approved, the employee and their manager will monitor the accommodation to ensure that it has effectively resolved the challenge:

- Formal reviews of the accommodation are conducted at a predetermined frequency and will be established at the time of creating the accommodation plan. The frequency will be determined by the nature of the disability or the request.
- The accommodation plan will be reviewed if the employee's work location or position changes.
- The accommodation is reviewed if the nature of the employee's disability changes.

If the accommodation is no longer appropriate or no longer required, the employee and the manager (or the People & Culture team) will work together to gather relevant information and reassess the employee's needs in order for the employer to find the best accommodation measure or to have the accommodation plan cease.

If WWF-Canada uses redeployment processes as part of an accommodation, the accessibility needs of its employees with disabilities will be considered. Redeployment may mean the reassignment of employees to other departments within the organization as an alternative to a "layoff" when a particular job or department has been eliminated. *These standards do not apply to volunteers or other non-paid individuals.*

Review & Accessibility Reporting

This policy will be reviewed every two years to ensure that it reflect current practices of WWF-Canada as well as any legislative requirements.

WWF-Canada will prepare and file accessibility status reports as legislated.