

Commitment to Accessibility

United Way Greater Toronto (UWGT) supports the principles of the Accessibility for Ontarians with Disability Act (AODA) and is deeply committed to meeting the requirements of the Integrated Accessibility Standards Regulation. We will work to prevent and remove barriers and to provide fair and effective accommodation for people with disabilities. Inclusiveness is one of our organizational values and promotion of integration and equity is reflected in all that we do. Our commitment to accessibility extends beyond the four walls of our organization and into the community, through partnering with and funding agencies who work to improve the lives of people with disabilities.

Policies

UWGT's Accessibility Policy is available to the public. It is reviewed annually and updated as new practices come into effect.

Customer Service

UWGT recognizes the importance of the AODA and was in compliance with the Customer Service Standard by January 1, 2012. This included the publication of an Accessibility Policy, a review of customer services procedures across the organization and training of all staff and volunteers who provide customer service to external constituents.

Training

UWGT is committed to training employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. The method and content of training is tailored to the needs of employees or volunteers.

By January 1, 2012, current employees completed online accessible customer service training. Seasonal staff and volunteers who provided service to external constituents received training in written format. Since then, new employees and volunteers have been trained as part of their orientation.

By January 1, 2015, training on the Integrated Accessibility Standards Regulation (IASR) and the Human Rights Code (as it relates to disabilities) was provided to all staff and has since been included in orientation for new employees. Training materials for volunteers have also been modified to meet the new standard.

REVIEW PROCESS

Multi-Year Accessibility Plan

Information and Communications

UWGT is committed to removing barriers and making information and communication accessible for all constituents and UWGT is in compliance with the Information and Communications Standard. Constituents wishing to receive publicly available information through alternative means are encouraged to contact UWGT and accommodation will be provided.

Effective January 1, 2014, all new Websites have conformed to the World Wide Web Consortium Web Content and Accessibility Guidelines (WCAG) 2.0, Level A.

Effective January 1, 2015, UWGT ensured that all feedback processes such as surveys and focus groups are accessible to people with disabilities upon request. This includes providing alternative methods of providing feedback such as telephone or email. Since January 1, 2016, UWGT has informed constituents that publicly available information will be provided in accessible formats upon request and will work with individuals to meet their particular needs as soon as possible.

By January 1, 2021, UWGT will meet the requirements for accessible websites and web content. UWGT will work with service providers to ensure that all public websites and content on those websites conform with WCAG 2.0 Level AA.

Employment

UWGT's People & Culture (P&C) programs and policies are intended to reinforce an inclusive organizational culture where each individual is treated with dignity and respect and UWGT is in compliance with the Employment Standard. Practices are currently in place to identify and remove barriers to accessibility and these will be evaluated and improved upon over time.

As of January 1, 2012, workplace emergency response plans were put into place for any employee who made a request. Since then, employees have been encouraged to identify any needs they have and the P&C department works with them to develop an appropriate plan.

Employees with disabilities may request that workplace information is made accessible to them. This includes practices such as one-on-one discussions to explain complex information, sign language interpretation or other supports suited to the individual. UWGT will also work with employees upon request to provide reasonable accommodation during performance management and for training or other orientation to new positions upon job transfers or promotions.

REVIEW PROCESS

Multi-Year Accessibility Plan

Job Candidates are notified via postings that UWGT welcomes applications from individuals requiring accommodation. Upon request, UWGT will provide reasonable accommodation during the hiring process.

UWGT develops formal accommodation plans for employees with disabilities who require them. When developing accommodation plans, UWGT works with individual employees in order to meet their specific needs. Accommodation and Return to Work procedures included in the Accessibility Policy outline the steps UWGT will take to support employees who have been away from work due to a disability in their reintegration into the workplace.

UWGT's intranet, launched in January 2020, includes clear navigation to and explanation of accessibility supports available to employees. The intranet also highlights accessibility responsibilities and tools for People Managers.

REVIEW PROCESS