

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 remove barriers and to provide fair and effective accommodation for people with disabilities under the AODA requirements. 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 internally and externally 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 this has been demonstrated by 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.

All employees are required to complete online accessible customer service training. Seasonal staff and volunteers who provide service to external constituents receive training in written format. All new employees and volunteers are trained as part of their onboarding. Employees and volunteers will also be trained on an ongoing basis when changes and/or updates are made to the AODA.

Information and Communications

UWGT is committed to removing barriers and making information and communication accessible for all constituents. Constituents wishing to receive publicly available information through alternative means are encouraged to contact UWGT in order for accommodation to be provided.

UWGT ensures 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

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Multi-Year Accessibility Plan

feedback such as telephone or email. Constituents are informed that publicly available information can be provided in accessible formats upon request and UWGT will work with individuals to meet their particular needs as soon as possible.

UWGT continues to meet with service providers on an ongoing basis to ensure that all public websites and content on those websites conform with the Information and Communications Standard.

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 AODA and Employment Standards. Practices are in place to identify and remove barriers to accessibility and these are evaluated and improved on a continuous basis.

Workplace emergency response plans are in place for any employee who has made a request. Employees are 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 provide additional information, sign language interpretation or other supports suited to the individual. UWGT also works 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.

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.

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