



## **Arthritis Society**

### **Multi-Year Accessibility Plan**

**Last Updated:** October 9, 2020

#### **Introduction and Statement of Commitment**

This multi-year accessibility plan applies to all offices of the Arthritis Society located within the province of Ontario.

The Arthritis Society strives to meet the needs of its employees and stakeholders with disabilities and is working hard to remove and prevent barriers to accessibility. Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps the Arthritis Society is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how the Arthritis Society will play its role in making Ontario an accessible province for all Ontarians.

The Arthritis Society's multi-year accessibility plan will be reviewed annually and updated in line with legislative requirements, with the updated plan posted internally and on the Arthritis Society's website.

#### **Section One: Past Achievements to Remove and Prevent Barriers**

The following includes a summary of the accessibility initiatives the Arthritis Society has implemented to improve accessibility for people with disabilities and to meet requirements of the Accessibility for Ontarians with Disabilities Act.

By January 1, 2014, the Arthritis Society established accessibility policies and plans. This included:

- Developing, implementing and maintaining a policy governing how the organization will achieve accessibility, ensuring such a policy is available to staff and volunteers for their awareness and reference.
- Establishing, implementing and maintaining a multi-year accessibility plan.
- Including within the multi-year accessibility plan a statement of commitment to meet the accessibility needs of people with disabilities in a timely manner.
- Making the multi-year accessibility plan available to all staff and the public on the Arthritis Society's website, with availability in accessible formats.

#### **Customer Service**

The Arthritis Society has remained in compliance with the Customer Service Standard.

#### **Provision of Accessible Customer Service**

By January 1, 2012, all staff and volunteers were trained, and continue to be trained, to serve customers of all abilities. This includes keeping a written record of the training, welcoming service animals and support persons,

and creating accessible ways for people to provide feedback. The Arthritis Society also put an accessibility policy in place so employees, volunteers and customers can know what to expect.

By January 1, 2015, all staff and volunteers were trained, and continue to be trained, on Ontario's accessibility laws. This includes:

- Providing training on the requirements of the Integrated Accessibility Standard Regulation (IASR) and on disability-related obligations under Ontario Human Rights legislation, as well as similar legislative provisions across the country, to employees, volunteers and any others who may be acting on the Arthritis Society's behalf in dealing with the public or any other third parties. Training is also provided to all people who are involved in the development of the Arthritis Society's policies.
- Maintaining and retaining records of the dates when training is completed and the names of individuals who completed the training.

### **Provision of Feedback, Accessible Formats & Communication Supports**

By January 1, 2015, the Arthritis Society:

- Placed a statement on its website about the availability of accessible formats and communication supports and committed, upon request, to provide or arrange for the provision of accessible formats in a timely manner.
- Ensured that the processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

For more information about Ontario's Customer Service Standard, visit [ontario.ca/accessibility](http://ontario.ca/accessibility).

## **Information and Communications**

### **Provision of Accessible Websites & Web Content**

- By January 1, 2014, the Arthritis Society's new internet websites and new content on such websites conformed with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.
- By January 1, 2021, the Arthritis Society's internet websites and web content conformed with WCAG 2.0 Level AA, except for exclusions set out in the IASR.

### **Provision of Feedback, Accessible Formats & Communication Supports**

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- Placed a statement on its website about the availability of accessible formats and communication supports and committed, upon request, to provide or arrange for the provision of accessible formats in a timely manner.
- Ensured that the processes for receiving and responding to feedback are accessible to people with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.



## **Provision of Emergency Procedures, Plans & Public Safety Information**

By January 1, 2012, the Arthritis Society:

- Provided accessible emergency and public safety information, like evacuation plans or brochures, in an accessible format, upon request.
- Provided, when necessary, accessible and customized emergency information to staff as soon as practicable after an employee asks for it or when the Arthritis Society becomes aware an employee may need accommodation in an emergency.

## **Employment**

### **Recruitment**

By January 1, 2016, the Arthritis Society:

- On the careers page of its website, specified that accommodations are available for applicants with disabilities.
- Informed applicants selected to participate in an assessment or selection process (such as interviews and tests) that accommodations are available during the recruitment process, upon request, in relation to materials and processes to be used.
- Upon request, consulted with the applicant and arranged for suitable accommodation.
- Notified the successful applicant, when making offers of employment, of its policies including those for accommodating associates with disabilities.
- Included AODA information and training in orientation.

### **Informing Employees of Supports**

By January 1, 2016, the Arthritis Society:

- Informed employees and new hires (during orientation) of the Arthritis Society's policies to support employees with disabilities and keep associates up to date on changes to these policies.
- Upon request from an employee with a disability, and further to consultation with the relevant employee, provided suitable accessible formats and communication supports for information needed by the employee to perform job, as well as provided information that is generally available to employees.

### **Documenting Individual Accommodation Plans / Return to Work Process**

By January 1, 2016, the Arthritis Society:

- Developed a written process for the development of individual accommodation plans.
- Developed and documented a return to work process for employees who have been absent due to a disability. The process outlines the steps that the Arthritis Society will take to facilitate the employee's return to work, using the employee's individual accommodation plan as part of that process.

### **Performance Management and Career Development**

By January 1, 2016, the Arthritis Society:

- Took into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing the Arthritis Society's performance management processes, considering career development and advancement opportunities.

## **Section Two: Strategies and Actions**

Below are the projects and programs the Arthritis Society plans between now and 2021 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers for persons with disabilities.

### **Customer Service**

The Arthritis Society is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

The Arthritis Society is planning to continue all the aforementioned activities in order to comply with the Customer Service Standard (e.g., training new staff).

### **Information and Communications**

The Arthritis Society is committed to making our information and communications accessible to people with disabilities.

The Arthritis Society is planning to continue all the aforementioned activities in order to comply with this commitment.

### **Employment**

The Arthritis Society is committed to fair and accessible employment practices.

The Arthritis Society is planning to continue all the aforementioned activities in order to comply with this commitment.

### **Training**

The Arthritis Society is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

The Arthritis Society is planning to continue all the aforementioned activities in order to comply with this commitment.

### **Design of Public Spaces**

The Arthritis Society will meet accessibility laws when building or making major changes to public spaces.



The Arthritis Society will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

### **Transportation**

In the event that the Arthritis Society contracts a third-party vendor to provide transportation, for example in camp (for children and youth with arthritis) settings, we will ensure that accessible transportation is made available on request.

### **Accessibility Compliance Reports**

The Arthritis Society will on or before the deadlines required continue to submit all required accessibility compliance reports and retain records of such reports.

### **For More Information**

For more information on this accessibility plan, please contact **Sarah Ann McGrath, Director of Human Resources** at 416-979-7228 or via email to [smcgrath@arthritis.ca](mailto:smcgrath@arthritis.ca), or visit our official Arthritis Society website at [www.arthritis.ca](http://www.arthritis.ca).

Standard and accessible formats of this document are free of charge on request from the Director of Human Resources.