

DIABETES CANADA & NATIONAL DIABETES TRUST INTEGRATED ACCESSIBILITY STANDARDS POLICY

I. Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) became law on June 13, 2005. Under this landmark legislation, the Government of Ontario developed mandatory accessibility standards that identify, remove and prevent barriers for people with disabilities in key areas of daily living. The Diabetes Canada (DC) and the National Diabetes Trust (NDT) have made a decision to implement these standards across the country to ensure that we meet the needs of any and/or all persons with disabilities regardless of the province or territory in which they live.

II. Building on Our Mission

Diabetes Canada is a not-for-profit organization that is leading the fight against diabetes by helping people with diabetes live healthy lives while we work to find a cure. We work closely with leading health care professionals, educators, advocates, researchers and people with diabetes to fight the impact that diabetes is having on our lives. We envision a world free of the effects of diabetes.

The Clothesline program is operated by the National Diabetes Trust. It solicits and collects gently used clothing and reusable household items from donors and sells it to Value Village stores across the country. Each year, Clothesline diverts more than 48 million kilograms of clothing and household items from our landfills. One hundred per cent of net proceeds raised by Clothesline directly support the Diabetes Canada and world-leading diabetes research, education and advocacy.

Diabetes Canada and the National Diabetes Trust are committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to ensuring that our services and programs are accessible to all members, staff, volunteers, and students, including those with disabilities. 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 (AODA)*. DC and NDT will continue to phase in the AODA requirements between 2015 and 2025.

III. Purpose

This policy defines the requirements and process for DC's and NDT's compliance with applicable AODA guidelines. Its aim is to benefit the full range of persons with disabilities across the country. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and provided with equal opportunities whenever they interact with the DC and NDT. It is accompanied by the DC and NDT Multi-Year Accessibility Plan ("Accessibility Plan"), which outlines the measures the DC and NDT will take to achieve compliance by the legislated date. The multi-year accessibility plan can be found in Appendix 1.

IV. Accessibility Requirements

A. DC and NDT have already met the following accessibility requirements.

1. Customer Service Standard

The Accessibility Standards for Customer Service ("Customer Service Regulation") came into effect in 2008 and were implemented by the DC and NDT in January 2012. In 2016, the customer service policy has been revised to include changes at the DC and NDT and outline what customers may expect of the Association and ensures compliance within the AODA legislation. The policy is intended to support employees, volunteers, students, contractors and 3rd party groups in their interactions behalf of the Diabetes Canada and National Diabetes Trust. Please see Appendix 2 for DC and NDT's Customer Service Policy. The policy along with the Customer Service training is available on our website (<http://www.diabetes.ca/about-DC/policies/accessibility>).

2. Employment Standard

Workplace emergency response information

DC and NDT are committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees, volunteers and students with disabilities with individualized emergency response information when necessary. DC and NDT staff, volunteers and building guests are provided details on emergency procedures in the format they request, including but not limited to verbal descriptions. DC and NDT provide individualized emergency procedures when requested by the staff, volunteer or student. The information will be provided, with the consent of the employee, volunteer, student, provide the workplace emergency response information to the person designated by DC or NDT to provide assistance to the employee. In addition, staff, volunteers or students needing accommodation are asked to report to a designated safe holding room to allow emergency services to safely evacuate them.

DC and NDT will review the individualized emergency response information when the employee, volunteer, student moves to a different location, when the overall accommodations needs or plans are reviewed and when DC and NDT review their general emergency response policies.

Information for employees

DC and NDT are committed to fair and accessible employment practices. DC and NDT will inform its employees of its policies and any updates 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 shall be provided to new DC and NDT employees after they begin employment and at any time throughout their employment as needed. The HR Key Policies: Workplace Accommodation can be found in Appendix 3A for DC and Appendix 3B for NDT.

Processes to accommodate employees

The Employment Standard builds upon the existing requirement under the Ontario's *Human Rights Code* in relation to accommodating individuals with disabilities throughout the job application process and the employment relationship. DC and NDT will ensure that the following aspects comply with this standard:

- Recruitment – DC and NDT shall notify employees, potential applicants and the public about the availability of accommodations for applicants with disabilities in the recruitment process.
- Assessment or Selection Process – DC and NDT 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 in the assessment or selection process. If a selected participant requests accommodation, DC and NDT shall consult with the applicant and provide, or arrange for the provision of, suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.
- Notice to Successful Applicants - When making offers of employment, DC and NDT will notify the successful applicant of the policies for accommodating employees with disabilities.

Documented Individual Accommodation Plans (“IAPs”)

DC and NDT will have in place a written process for the development of documented Individual Accommodation Plans for employees with disabilities. IAPs shall include any information regarding accessible formats and communications supports provided (if requested), individualized workplace emergency response information (if required), and shall identify any other accommodation that is to be provided either on a temporary or permanent basis.

Return to Work Process

DC and NDT will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process will outline the steps DC and NDT will take to facilitate the return to work and shall include documented IAPs as part of the process. This return to work process will be consistent with return to work process created by or under any other statute.

Performance Management

DC and NDT will take into account the accessibility needs of employees with disabilities, as well as IAPs, when conducting performance management and providing career development and advancement opportunities to employees as well as any redeployment processes.

3. Multi-year accessibility plans

The Transformation Management Office, in conjunction with key departmental members of DC and NDT, representing an Accessibility Collaboration Pod, has developed an Accessibility Plan which outlines a phased strategy to address the current and future requirements of the AODA. The Accessibility plan and policies will be shared with staff and volunteers. The Accessibility Collaboration Pod will report annually to DC and NDT Executive Leadership Team and Board of Directors on the progress and implementation of the Plan. The Transformation Management Office will review the plan annually and update the Accessibility Plan in consultation with key organizational members, if required. If the plan is updated, it will be posted on the DC and NDT website. Upon request, Diabetes Canada and National Diabetes Trust shall provide a copy of the Accessibility Plan to persons with disabilities in an accessible format. The multi-year accessibility plan can be found in Appendix 1.

4. Training

The Diabetes Canada and National Diabetes Trust will provide training to employees, volunteers and students across the country on Ontario's accessibility laws and on the *Human Rights Code* as it pertains to people with disabilities. Training will be provided in to employees, volunteers, and students in keeping with AODA. Training will be provided on an ongoing basis and whenever changes are made to the policies, procedures and practices or plans. A record will be kept of the DC and NDT staff, volunteers and students who have received training, including (i) the dates on which training was provided, (ii) a summary of the content of the training, and (iii) the names of the individuals to whom training was provided.

New employees, volunteers and students will receive training as part of the DC and NDT Orientation programs.

5. Information and Communication Standard

DC and NDT are committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Feedback

DC and NDT shall 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 communication supports, upon request. Comments on our services regarding how well those expectations are being met are welcome and appreciated. DC's and NDT's feedback process permits people to provide their feedback in person, by telephone, in writing, or by email.

Accessible websites and web content

Under the Information and Communications Standard, the entire website (diabetes.ca) was designed to be compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level A. As of January 1, 2021, DC and NDT has ensured that its website and web content conform with Web Content Accessibility Guidelines (WCAG) 2.0, Level AA in order to be able to create, provide and receive information/communications in ways that are accessible to people with disabilities.

Design of Public Spaces Standard

The Design of Public Spaces Standard requires the DC and NDT to incorporate accessibility when:

- building new public spaces, or
- making planned significant alterations to existing public spaces.

DC and NDT are not required to retrofit public spaces to meet the requirements. This means that DC and NDT are not required to alter its public spaces if it has no plans to do so. Facilities is leading this initiative along with the local management where we are moving locations to ensure that we are accommodating employees, customers and clients of DC/NDT.

V. ASSOCIATED DOCUMENTS

Appendix 1: DC and NDT Multi-year Accessibility Plan

Appendix 2: DC and NDT AODA Customer Service Policy

Appendix 3A: DC HR Key Policies: Workplace Accommodation

Appendix 3B: NDT HR Key Policies: Workplace Accommodation