

## **Social Enterprise for Canada Accessibility for Ontarians with Disabilities Act (AODA) Multi-year Accessibility Plan**

### **Intent**

This accessibility plan outlines the strategy of Social Enterprise for Canada to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards Regulation (IASR)* under the *Accessibility for Ontarians with Disabilities Act, 2005 (ADOA)*.

### **Statement of Commitment**

Social Enterprise for Canada is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services.

As an organization, we respect and comply with the requirements of the *AODA*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. SEC believes in integration and equal opportunity.

We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects dignity and independence. This Multi-Year Accessibility Plan (MYAP) focuses on our initiatives in respect to the *AODA's* Accessibility Standards including:

- Customer Service
- Information and Communications
- Employment
- Design of Public Spaces
- Transportation Standards
- Feedback

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

This plan is in effect from January 1, 2024 to December 31, 2029. The MYAP outlines the policies, achievement and actions that SEC have taken and work underway to for preventing and removing accessibility barriers and meeting the requirements under the *IASR* over the next several years.

### General Requirements

- SEC is committed to developing/updating written policies on how to achieve all applicable accessibility requirements in compliance with the *AODA* and its *Integrated Accessibility Standards Regulation (IASR)*.
- The Multi-Year Accessibility Plan (MYAP) will be published on SEC's main website and reviewed and updated at least once every five years.
- THE MYAP will be provided in an accessible format when requested.
- SEC ensures employees are provided with the training needed to meet *AODA*, its *Integrated Accessibility Standards Regulation (IASR)* and related Standards, Codes

and regulations within a reasonable time frame of employment or placement, and keeps a record of completion.

#### Customer Service Standard

- The Accessible Customer Service Policy (13.07) has been established and published to all staff.
- Notice will be provided (via SEC's website, over the phone, or in writing) as applicable when a Service Disruption occurs and will be done as quickly as possible when the disruption is unplanned/unexpected.
- Information will be provided in an accessible format when requested, within a timely manner in consultation with anyone requesting the same.
- Any person with a disability that is accompanied by a support person or service animal will have access to the support person or service animal while accessing SEC services. If a situation occurs that may prevent this (as a matter of safety for the individual or SEC), this will be discussed and initiate a discussion of alternate support.
- A process has been established to ensure feedback is collected, reviewed, analyzed and actionized.

#### Information and Communication Standards

- SEC will develop processes to ensure information can be made accessible upon request to persons with disabilities, and develop guidelines and best practices to creating accessible documents.
- SEC will work toward ensuring all new websites and content on those sites conform with World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 Level AA and work to establish governance procedures to ensure web sites and web content conform to standards.
- SEC will conduct web accessibility audits and review feedback in order to assess that requirements are met.
- A plan is in place to review emergency procedures at each SEC location of service to ensure emergency procedures, plans or public safety information is provided in an accessible format with appropriate supports as required upon request.
- Individual accommodation plans for employees that have a disability and require assistance during a workplace emergency will be developed and implemented as soon as possible as necessary. Plans will be reviewed every two years, or when an alternate accommodation is requested or identified.

#### Employment Standards

- SEC will strive to ensure inclusive employment process for recruitment, retention and development.
- SEC ensures that every recruitment notice specifies that accommodation is available for applicants with disabilities at every stage of the recruitment process.
- Employees are provided with policies supporting persons with disabilities as soon as practical after hiring and provide updated information accommodation policies to employees when changes occur.
- SEC is committed to developing and maintain return to work process for employees who have been absent from work due to disability as indicated by a medical professional, by implementing an individual accommodation plan when applicable.

- SEC will ensure that accessibility needs of employees with disabilities are considered with regards to performance management, career development, and redeployment processes.

#### Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

As of January 1, 2024 SEC does not have any plans for new construction or significant redevelopment of its offices for which the Design of Public Spaces Standard of the IASR apply.

If applicable, any future plans will comply with the requirements under the Standard.

#### Transportation Standard

The Transportation Standard is not applicable to SEC.

#### Feedback

We welcome your feedback about accessibility and our efforts at meeting the AODA and the IASR. This is an important part of SEC's commitment to accessibility. If you have any questions or concerns about this plan or its initiative or if you want to receive a copy of the plan in a different accessible format, please contact us by:

- Email: [human.resources@socialenterprise.ca](mailto:human.resources@socialenterprise.ca)
- Phone: 1-866-243-9925 X 5325
- Mail: Attention: Human Resources, 201-1220 Stellar Drive, Newmarket, ON L3Y 7B9

We will continue to monitor and respond to feedback promptly.

Darcy MacCallum  
Chief Executive Officer

## Accessibility Compliance Report Checklist (AODA and IASR) – Ontario

(last update, December 2023)

### Intent

This checklist is intended to promote compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its *Integrated Accessibility Standards Regulation* (IASR). The components below align with requirements of Ontario’s accessibility report form, which must be completed annually by private-sector businesses with 20 or more employees and designated public-sector businesses. Once completed, the status report should be posted on your company’s website if applicable. An accessible format must also be available if requested.

<b>General</b>	<b>Status</b>	<b>Comments</b>
SEC has created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements of the IASR.	<b>In process</b>	
SEC has established and implemented a multi-year accessibility plan.	<b>Complete</b>	First draft completed Dec 2023
If SEC has a website, SEC’s accessibility plan is posted on the website.	<b>Complete</b>	December 2023
SEC provides the accessibility plan in accessible format when requested.	<b>On-going</b>	
SEC updates the accessibility plan at least once every five years.	<b>On-going</b>	Next review is 2029
SEC provides training to all employees on the AODA and the IASR.	<b>On-going</b>	This is part of required onboarding trainings.
SEC provides training to all employees on the <i>Human Rights Code</i> as it pertains to people with disabilities	<b>In process</b>	Plans in place to training renewal in 2024
<b>Information and Communications</b>		



SEC has a process for receiving and responding to feedback that is accessible to people with disabilities.	<b>On-going</b>	As noted at the end of this document
SEC has notified the public about availability of accessible formats and communication supports with respect to the feedback process.	<b>In process</b>	Currently ensuring all locations have visible signage
All company websites conform to the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 Level AA.	<b>In process</b>	Researching support to review this
<b>Customer Service</b>		
SEC provides training to all applicable employees about providing goods, services, or facilities to persons with disabilities.	<b>On-going</b>	This is part of required onboarding trainings.
SEC provides information in an accessible format and, when necessary, consults with anyone requesting information on the suitability of the format.	<b>On-going</b>	
Information is provided in an accessible format in a timely manner that takes into account the individual's disability at no additional cost when necessary.	<b>On-going</b>	
If SEC ever requires a person with a disability to be accompanied by a support person when on the premises, the person was consulted to determine whether a support person is necessary to protect their health and safety and the safety of others.	<b>On-going</b>	
<b>Employment</b>		
If SEC employs any persons with disabilities, SEC provides individualized workplace emergency response information where the disability is such that this information is necessary and where SEC is aware of the need for accommodation due to the employee's disability.	<b>On-going</b>	Provided on an as needed basis.



<p>The individualized workplace emergency response information is reviewed when the employee moves to a different location in the workplace, when the employee's overall accommodation needs or plans are reviewed, and when SEC reviews its general emergency policies.</p>	<p><b>On-going</b></p>	<p>To be reviewed for all locations in 2024</p>
<p>If an employee with individualized workplace emergency response information requires assistance during emergencies, then SEC, with the employees' consent, provides the emergency response information to the employees who are designated to assist during emergencies. This information is provided as soon as possible after SEC becomes aware of the need for accommodation due to the employee's disability.</p>	<p><b>On-going</b></p>	
<p><b>Design of Public Spaces</b></p>		
<p>If SEC has constructed or redeveloped outdoor public eating areas, outdoor play spaces, off-street parking, service counters, fixed queueing guides, or waiting areas after January 1, 2017, the areas meet the general requirements as outlined in the <i>Design of Public Spaces Standards</i>.</p>	<p><b>Not applicable</b></p>	
<p>SEC's multi-year accessibility plan includes procedures for preventive and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not working.</p>	<p><b>In process</b></p>	