

Multi-Year Accessibility Plan

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Introduction

SDTC strives to meet the needs of its employees and clients 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 SDTC is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how SDTC will play its role in making Ontario an accessible province for all Ontarians.

Statement of Commitment

SDTC is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Standards of Accessibility under AODA:

Client Service Standard

SDTC is committed to providing accessible client 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.

Ongoing Initiatives to Remove and Prevent Barriers

- All employees of SDTC complete the mandatory AODA online training course, which includes customer service training, upon commencement.
- Communicate in ways that take into account the needs of the persons with disabilities.
- Notify the public about the availability of accessible formats and communication supports and, upon request, SDTC will arrange for the provision of accessible formats and communication supports for persons with disabilities.
- Ensure persons with disabilities who use assistive devices are able to obtain, use or benefit from our services.
- Allow a person with disabilities who is accompanied by a service animal or support person to enter the premises with the animal or support person.
- Provide notification in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities.
- Provide information about emergency procedures, plans or public safety in an accessible format or with appropriate communication supports upon request.

Planned Strategies and Actions

- Ensure client portals are available in accessible formats.
- Evaluate and review existing client services to ensure inclusion and equitable participation of persons with disabilities.
- Continue to consider accessibility issues in the provision of services.

Information and Communications

SDTC is committed to making our information and communications accessible to people with disabilities.

Ongoing Initiatives to Remove and Prevent Barriers

- The provision of accessible formats and communication supports to persons with disabilities will be done in a timely manner, and upon request, taking into account the individual's accessibility needs, and at no extra cost above what is charged to others.

Planned Strategies and Actions

- SDTC worked closely with top accessibility consulting firm [David Berman Communications](#) to ensure that we are prepared to offer employees and clients accessible information and communications formats. This includes adhering to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

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- Compliance with the AODA protocols will be incorporated into the selection criteria for vendors for technology, website and software development initiatives.
- Continue to evaluate and remediate website content and ensure it meets or exceeds accessibility compliance requirements.

Employment Standards

SDTC is committed to fair and accessible employment practices.

Ongoing Initiatives to Remove and Prevent Barriers

- Post information about the availability of accommodation for job applicants with disabilities during the recruitment and selection process.
- Inform job applicants who are selected for an interview that accommodations are available, upon request, in relation to the materials or processes to be used.
- If an employee or new hire with a disability makes a request for accommodation, we will consult with the individual and determine the provision or arrangement of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability and the firm's ability to deliver.
- Inform current employees and new hires of policies used to support employees with disabilities.
- When providing career development information to an employee with a disability, the firm will take into account the accessibility needs of the employee, and as applicable, individual accommodation plans.
- Upon request, SDTC will consult with the employee to provide or arrange for the provision of accessible formats or communication supports for information that is needed in order to perform the job, and information that is generally available to employees in the workplace.

Planned Strategies and Actions

- If an employee is absent from work due to disability and requires accommodation in order to return to work, we develop an individual accommodation plan for that individual, in consultation with an expert, where necessary.
- Fostering a culture which supports persons with disabilities through its diversity, equity and inclusion strategy.
- Provide opportunities for employees to provide feedback through formal and informal feedback processes such as engagement surveys.

Training

SDTC provides training on the Accessible Customer Service Standard and the Integrated Accessibility Standards Regulation requirements to all partners and employees, including those who work with the public or other third parties or who are involved in the development of customer service policies, practices and procedures.

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Ongoing Initiatives to Remove and Prevent Barriers

- Training is provided as part of the new hire orientation process and in a way that best suits the job duties of employees. A record will be maintained of the training provided and to whom.

Planned Strategies and Actions

- SDTC will provide additional training when material changes are made to the Accessibility laws and/or Accessibility Policy and related practices.

Accessible Emergency Information

SDTC will provide employees with disabilities with individualized emergency response information, when necessary. We are also committed to providing our clients and stakeholders with publicly available emergency information in an accessible way, as applicable and upon request.

Other

SDTC will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and clients of SDTC as required and requested.

Feedback Process and Accessible Format Requests

SDTC is committed to meeting accessibility requirements and continuously taking steps to improve its services and website to comply with the Act and its regulations. SDTC will continue to welcome feedback regarding the manner in which it provides goods, services, or facilities to persons with disabilities.

SDTC will ensure that accessible formats and communication supports to people with disabilities will be provided, upon request, in a timely manner at no cost.

Feedback and accessible format requests can be provided by contacting the Director, Human Resources

- By telephone at 1-343-803-0680
- In writing to
 - Director, HR
Sustainable Development Technology Canada
45 O'Connor Street, Suite 1850
Ottawa, Ontario
K1P 1A4
- By email to HR@sdtc.ca

SDTC will ensure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Standard and accessible formats of this document are free on request from HR@sdtc.ca.

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