



SOUTH NATION  
CONSERVATION  
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**Accessibility Plan**

December 2023



**Contents**

- 1. Scope and Responsibilities..... 1
- 2. Organizational Commitment ..... 1
- 3. Information and Communication Standard..... 1
  - Accessible Emergency Information ..... 2
  - Feedback ..... 2
  - Accessible Formats and Communication Supports ..... 2
  - Website Accessibility..... 2
- 4. Employment Standard ..... 2
  - Employee Notification ..... 3
  - Accessible Formats..... 3
  - Individual Accommodation Plan (IAP) ..... 3
  - Return to Work..... 3
  - Workplace Emergency Response Information..... 4
- 5. Public Spaces..... 4

## **1. Scope and Responsibilities**

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, were created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The standards came into effect on January 1, 2008. The regulation sets out obligations for certain persons, businesses, and other organizations, to provide goods and services in a way that is accessible to people with disabilities in Ontario.

South Nation Conservation (SNC) is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. In 2013, SNC developed its *SNC Accessibility Standards for Customer Service*, this plan accompanies these standards and outlines the steps we are taking to meet requirements and to improve opportunities for people with disabilities. This plan will be reviewed and updated at least once every five years.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

## **2. Organizational Commitment**

SNC is committed to providing optimal customer service to all of its clients and customers. Our goal is to ensure that people with disabilities are provided with an equal opportunity to enjoy SNC's programs and services as people without disabilities. Accessible customer service standards are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

SNC is committed to building an inclusive society that values the contributions of people with disabilities. We are committed to providing an accessible environment in which people with disabilities can access the SNC's goods, services, and facilitates, including buildings, public spaces, information and communications in a way that meets their individual needs. SNC is committed to the identification, removal and prevention of accessibility barriers, including attitudinal, systemic, information, communications, and technology, and built environment and physical barriers.

We shall use every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy and accessibility plan.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

## **3. Information and Communication Standard**

SNC will create, provide and receive information and communications in ways that are accessible to people with disabilities.

If SNC determines that it is not technically feasible to convert the information or communications or the technology to convert the information or communication is not readily available, we will be

obligated to provide the person that requires the information with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

### **Accessible Emergency Information**

If SNC prepares emergency procedures, plans or public safety information and makes the information available to the public, we shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

### **Feedback**

SNC has process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request. We will notify the public about the availability of accessible formats and communication supports.

### **Accessible Formats and Communication Supports**

SNC shall provide or arrange for accessible formats and communication supports for persons with disabilities:

- a) Upon request in a timely manner that takes into account the persons' accessibility needs due to a disability;
- b) At a cost that is no more than the regular cost charged to other persons;
- c) Consult with the person making the request and determine suitability of an accessible format or communication support;
- d) Notify the public about the availability of accessible formats and communication supports.

### **Website Accessibility**

SNC shall take the following steps to make its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.

## **4. Employment Standard**

SNC is committed to fair and accessible employment practices. The Accessible Employment Standard builds upon the existing requirements under the *Ontario Human Rights Code* in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. It applies in respect to employees and does not apply to volunteers and other non-paid individuals.

### **Recruitment**

SNC shall notify employees and the public about the availability of accommodations for applicants with disabilities:

- During the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- If a selected applicant requests an accommodation, SNC shall consult with the applicant and

provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability;

### **Employee Notification**

SNC shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability:

- As required to new employees as soon as practicable after they begin their employment;
- Whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

### **Accessible Formats**

In addition, and where an employee with a disability requests it, SNC will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- information that is needed in order to perform the employee's job;
- information that is generally available to employees in the workplace; and
- consult with the employee making the request in determining the suitability of an accessible format or communication support.

### **Individual Accommodation Plan (IAP)**

SNC shall have in place a written process for the developing a documented individual accommodation plan for employees with a disability. Process to include:

- The employee's participation in the development of the IAP;
- Assessment on an individual basis;
- Identification of accommodations to be provided;
- Timelines for the provision of accommodations;
- SNC may request an evaluation by outside medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
- Steps taken to protect the privacy of the employee's personal information;
- Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
- If denied, the reasons for denial are to be provided to the employee;
- A format that takes into account the employee's disability needs;
- If requested, any information regarding accessible formats and communication supports provided;
- Identification of any other accommodation that is to be provided.

### **Return to Work**

SNC will have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodation in order to return to work. Such processes must be documented and must outline the steps that SNC will take to facilitate the return to work and include an individual accommodation plan.

## **Performance Management, Career Development and Advancement, and Redeployment**

SNC will take into account the accommodation needs and/or individual accommodation plans of employees when:

- Using performance management processes;
- Providing career development and advancement information;
- Using redeployment procedures.

## **Workplace Emergency Response Information**

SNC shall provide individualized workplace emergency response information to employees who have a disability:

- If the disability is such that the individualized information is necessary, and the employer is aware of the need for accommodation due to the employee's disability;
- If the employee who receives an individual workplace emergency response information requires assistance and with the employee's consent, SNC shall provide the workplace emergency information to the person designated by the SNC to provide assistance to the employee;
- As soon as practicable after becoming aware of the need for accommodation due to the employee's disability;
- Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response policies.

## **5. Public Spaces**

SNC shall incorporate accessibility into public spaces on its premises that are newly constructed or redeveloped as of January 1, 2017.

SNC shall also provide maintenance and restoration of public spaces by ensuring procedures are in place for preventative and emergency maintenance of accessible elements in public spaces and that procedures are in place for dealing with temporary disruptions when accessible elements required under this section are not in working order.