

**Findhelp  
Multi Year Accessibility Plan  
2024-2029**

**Next Revision: 2029**

Findhelp supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. Findhelp strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Whenever new or revised standards are developed under the AODA, this policy will be reviewed and updated as necessary.

Findhelp will foster an inclusive workforce and provide equitable treatment and accommodation to ensure barrier-free employment. These requirements apply to employees of the Agency. This section addresses the Agency’s requirements of the IASR Employment Standards under the AODA.

This plan directly supports three of our agency’s core values: Service to others, Diversity and Respect. Findhelp’s commitment is to treat clients with respect and fairness. We are passionate about providing service to others and through our actions demonstrating empathy, honesty and integrity. We value diversity and respect people’s abilities.

Standard	Policy Implemented to Remove and Prevent Barriers	Strategies and Actions
Customer Service	<p><b>Employees, Volunteers and Third Parties</b></p> <p>All employees and other persons acting on behalf of the Agency must:</p> <ul style="list-style-type: none"><li>i) have thorough knowledge of and maintain compliance with the Accessibility policy/procedures</li><li>ii) be familiar with their rights and responsibilities under the Accessibility policy/procedures</li><li>iii) prevent accessibility barriers by including accessibility considerations in the development of goods and services</li><li>iv) participate in identifying accessibility barriers and planning for barrier removal</li><li>v) provide a welcoming environment for people with disabilities, including any individual with a disability using assistive devices or accompanied by a support person or service animal</li></ul>	<p>All staff trained and provided retraining as part of onboarding and as part of employee training program (through 2023)</p> <p>Data Accessibility project completed</p> <p>Policy regarding</p> <ul style="list-style-type: none"><li>• employee training,</li><li>• assistive devices, service animals and support persons,</li></ul> <p>implemented and reviewed in 2019</p> <p>Agency policies will be reviewed as part of the 2024-2029 multi year plan review to determine if further policy changes are needed.</p>

	<p>vi) communicate with persons with disabilities in a manner that takes into account their disability</p> <p>vii). provide information and communications in accessible formats upon request, or with communication supports, consulting with the requestor about their preferred format</p> <p>viii) facilitate the process of receiving and responding to feedback about the manner that the Agency provides services to individuals with disabilities, and ensure all feedback processes are accessible to individuals with disabilities by providing or arranging for accessible formats and communication supports upon request</p> <p>ix) facilitate requests for accommodation by clients and employees with disabilities in a timely manner, to the point of undue hardship, in accordance with the Ontario Human Rights Code</p> <p>x). when serving clients that have competing accommodation needs, personnel will make every effort to meet the needs of all individuals according to the Ontario Human Rights Code and they can request support from Managers and Directors when accommodation requests are outside their area of responsibility, or beyond their capacity, and complete any mandatory training on the AODA and providing customer service to people with disabilities, as well as any additional training appropriate to the duties of their role as outlined in this policy.</p> <p><b>Assistive Devices, Service Animals and Support Persons</b></p> <p>Findhelp will ensure that the access, use and benefit of goods or services are not compromised for individuals with disabilities who require assistive devices, or who are accompanied by a service animal or support person.</p> <p>i) Assistive Devices</p> <p>Individuals with disabilities will be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices. Exceptions may occur in situations where Findhelp has determined that the assistive device may pose a risk to the health and safety of an individual with a disability or the health and safety of others on the premises. In these situations, if an individual with a disability is hindered from accessing goods or services,</p>	
--	---	--

	<p>Findhelp will accommodate clients by providing an alternative where possible to meet the needs of the individual, in accordance with the Ontario Human Rights Code. It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.</p> <p>ii) Service Animals</p> <p>Service animals, such as, but not limited to Canine Vision Dog Guides, Hearing Ear Dog Guides, Seizure Response Dog Guides, and other certified service animals will be permitted entry to all Findhelp facilities that are open to the public. Service animals are not permitted where food preparation is being undertaken, or as otherwise disallowed by law. In the rare case where a service animal is unable to enter a facility or meeting room, other accommodations may be provided where possible, such as teleconference or delivery of goods or service at an alternate time or location.</p> <p>iii) Support Persons</p> <p>Findhelp welcomes clients with disabilities who are accompanied by a support person. At no time will an individual with a disability who is accompanied by a support person be prevented from having access to their support person while on Findhelp's premises. Findhelp holds meetings, events and workshops sponsored by Findhelp or third parties or other agencies. For such events, support persons shall be permitted entry to all Findhelp facilities and meeting rooms that are open to the public, except when there are fees applied against participants by a third party and the support person was not pre-registered and/or no vacancy exists. If admission to an event is permitted and fees are payable to a third party, the support person is permitted to attend the event at their own cost. Cost for services (e.g., food, lodgings, etc.) will be the responsibility of the support person. If admission to an event is permitted or if a support person is required to accompany an individual for health and safety reasons and fees are payable to Findhelp, the support person is permitted to attend at no cost for admission. Cost for other services (e.g., food, lodgings, etc.) will be the responsibility of the support person.</p>	
--	---	--

Information and Communication	<p>Findhelp will provide accessible information and communication by preventing and removing barriers, and providing accessible formats or communication support to individuals that identify a barrier to accessibility.</p> <p><b>Accessible Formats and Communication Supports</b></p> <p>i. The AODA requires that all information and communications that the Agency produces, directly or indirectly through contractual relationships, be made available in accessible formats upon request.</p> <p>ii. When an accessible format or communication support is requested, the agency must consult with the individual making the request to determine which format or support is required and provide or make arrangements to provide the material in a reasonable amount of time and at no additional cost to the requestor.</p> <p>iii. IASR Information and Communication Standards do not apply to information that the Agency does not control directly or indirectly through a contractual relationship.</p> <p>iv. If the information or communication is deemed to be unconvertible, the Agency must provide the individual requesting the information or communication with:</p> <p>v. an explanation as to why the information or communications are unconvertible, and</p> <p>vi. a summary of the unconvertible information or communications.</p> <p><b>Notice of Availability of Documents</b></p> <p>i.. The Accessibility policy/procedures must be provided to individuals, upon request, in the appropriate format or with communication support.</p> <p><b>Accessible Websites and Web Content</b></p> <p>i. The AODA requires that the Agency’s internet website and web content, controlled directly by the Agency to conform to World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA, in accordance with the timelines set out in the IASR and in the Accessible Information, Communications, and Technology Guidelines.</p>	<p>Policy regarding</p> <ul style="list-style-type: none"><li>• Accessible formats and communication supports,</li><li>• Accessible website and web content, and</li><li>• Notice of availability of documents</li></ul> <p>implemented and reviewed in 2019.</p> <p>Website audited for compliance (2022)</p> <p>Multi-Year Accessibility Plan</p> <p>Findhelp shall review its plan in 2025 and update its continuing strategy to remove barriers and address current and future requirements of the AODA. Findhelp will report annually on the progress and implementation of the plan, post on the website and make information available to the public. This plan will be scheduled to be reviewed after five (5) years of its review. Updated plan to be placed on the agency website.</p>
-------------------------------	---	--

<p>Employment</p>	<p><b>Recruitment, Assessment and Selection Process</b></p> <p>The Agency must post information about the availability of accommodations for internal and external job applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing must be notified that accommodations are available on request. The Agency must consult with an applicant who requests an accommodation and, in accordance with the Ontario Human Rights Code, will provide or arrange for the provision of a suitable accommodation in a timely manner that takes into account the applicant’s accessibility needs due to disability. Successful applicants must be notified about the Agency’s policies for accommodating employees with disabilities as part of their offer of employment.</p> <p><b>Employee Supports</b></p> <p>Agency employees must be made aware of the policy/procedures used to support employees with disabilities and accommodations available in accordance with the Ontario Human Rights Code. The Agency provides this information to new employees through employment agreements and orientation materials and must provide updated information to all employees 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 disability.</p> <p><b>Workplace Emergency Response Information</b></p> <p>The Agency will provide individualized emergency response information to employees who identify potential accessibility barriers when responding to emergency situations. Information on individualized workplace emergency evacuation must be provided to the employee as soon as practicable after becoming aware of the need for accommodation due to the employee’s disability. If the employee requires assistance, the Agency must receive consent from the employee to provide the individualized emergency evacuation information to the person(s) designated to provide assistance. The</p>	<p>Policy regarding</p> <ul style="list-style-type: none"><li>• Recruitment, assessment and selection process,</li><li>• Employee supports,</li><li>• Workplace emergency response information,</li><li>• Individual accommodation plans,</li><li>• Return to work process, and</li><li>• Performance management, career development and redeployment implemented and reviewed in 2019.</li></ul> <p>Findhelp will review its policies related to employment as part of the multi year plan review in 2024-2029 and determine if further updates are needed.</p>
-------------------	--	--

	<p>information must be reviewed when the employee’s accommodation needs change, when overall accommodation plans are reviewed and when the Agency reviews its general Emergency Evacuation Plan.</p> <p><b>Individual Accommodation Plans</b></p> <p>The employee’s Individual Accommodation Plan (Plan) will be coordinated with the individual with the disability, Oncidium Health (the agency’s third party Health Advisors) and the People and Culture Manager. The Individual Accommodation Plan will document individual accommodation plans to support employees with disabilities. The Plan meets requirements of the AODA. If applicable, individual accommodation plans may include information regarding plans for accessible formats and communication supports, as well as individualized workplace emergency response information.</p> <p><b>Return to Work Process</b></p> <p>The return-to-work process will be coordinated by the benefits provider, and/or Oncidium Health (the agency’s third party Health Advisors) or in the absence of a benefits provider and Oncidium Health, by Human Resources. The process will be consistent with return to work protocols and where applicable, collective agreements.</p> <p><b>Performance Management, Career Development, and Redeployment</b></p> <p>The Agency will ensure employees with disabilities or individual accommodation plans are provided equitable access to career development, performance management and redeployment opportunities.</p>	
Training	<p><b>Findhelp will provide AODA customer service training to:</b></p> <ul style="list-style-type: none"><li>i. all employees and volunteers and others who deal with the public</li><li>ii. other third parties who deal with the public on Findhelp’s behalf, and</li></ul>	<p>All staff and volunteers trained in AODA customer standard, with managers and directors receiving added direction.</p> <p>Findhelp will review its commitment to AODA customer service training as part of its</p>

	<p>iii. all those who are involved in the development and approvals of client service policies, practices and procedures.</p> <p>This training will be provided as part of new employee and volunteer orientation and on an ongoing basis to ensure that staff stay current with any changes to this policy or to associated procedures.</p> <p>i. Training must include:</p> <p>ii. The purpose of AODA and related policies</p> <p>iii. Requirements of AODA Standards under the IASR (as appropriate to the individual's duties)</p> <p>iv. The Ontario Human Rights Code as it pertains to individuals with disabilities</p> <p>v. Customer Service Standards.</p> <p>Training on specific accessibility standards according to the individual's duties include:</p> <p>i. Information and Communications Standards – for employees whose duties and responsibilities involve communicating with, giving information to or receiving information from others</p> <p>ii. Employment Standards – for employees involved in any aspect of the employment cycle, including recruiting, hiring, retaining and exiting</p> <p>iii. Training may also include how to use and maintain assistive devices (e.g., TTY, assistive listening devices, etc.).</p> <p><b>Managers and Directors</b></p> <p>Individuals with management roles must:</p> <p>i. provide leadership in building an inclusive, equitable and accessible environment for the public and employees</p>	<p>multi year review in 2024-2029.</p>
--	---	--



	<ul style="list-style-type: none"><li>ii. facilitate requests for accommodation by members of the public and employees with disabilities in a timely manner, to the point of undue hardship, in accordance with the Ontario Human Rights Code</li><li>iii. prevent barriers by including accessibility considerations in the development of new policies, practices, procedures with the lens of diversity, equality and inclusion</li><li>iv. ensure that the Accessibility policy/procedures are communicated to all Agency employees and those acting on behalf of the Agency</li><li>v. promote awareness of the Accessibility policy/procedures within their area of responsibility</li><li>vi. monitor current practices and ensure that management and personnel are held accountable for their responsibilities under the Accessibility policy/procedures</li><li>vii. act on non-compliant issues within their area of responsibility</li><li>viii. ensure staff, volunteers and individuals who participate in developing Agency policies complete mandatory training requirements on the Accessibility for Ontarians with Disabilities Act, and</li><li>ix. ensure volunteers and other third parties providing goods, services, on behalf of the Agency have been provided training, either by the Agency or their own organization.</li></ul>	
Feedback	<p>Feedback</p> <p>Findhelp seeks to meet the needs of our clients while paying attention to the unique requirements of our clients with disabilities under the lens of diversity, equality, and inclusion. Comments regarding how well those requirements are being met are welcomed. Feedback regarding the way Findhelp provides goods and services to people with disabilities can be made through our website’s “contact us” page at <a href="http://www.findhelp.ca/content/contact-us">http://www.findhelp.ca/content/contact-us</a>, in person, by telephone, through email, or by other means as required. Feedback sent through the website will be directed to the Manager, People &amp; Culture. Feedback in person, by telephone or through email should be directed to:</p> <p>Manager, People &amp; Culture</p>	<p>A feedback loop through Human Resources has been implemented.</p> <p>Our updated 2024-2029 multi year plan will be posted to the agency website at <a href="http://findhelp.ca">findhelp.ca</a> when it is reviewed and completed, which will include feedback information.</p>

	<p>Findhelp Information Services 1 St. Clair W. Ste. 1000 Toronto, ON M4V 1K6 Email: <a href="mailto:info@findhelp.ca">info@findhelp.ca</a> Phone: 416-392-4605 extension 102 TTY: 1-800-340-1001</p> <p>Feedback will be used to improve client service, information and communication and employment standards. In addition, the author of the feedback will be provided with a response in the format in which the feedback was received. The feedback may outline actions deemed appropriate, if any.</p>	
--	---	--