



## Accessibility Policy

### Our Commitment

Make-A-Wish® Canada (“The Foundation”) is committed to treating all people in a manner that allows them to maintain their dignity and independence. The Foundation believes in integration and equal opportunity, a workplace that is inclusive for all people where employees feel valued and have equal advancement opportunities. As such, the Foundation is committed to improving accessibility in a timely manner and will do so by identifying, preventing, and working to find solutions to workplace barriers. The Foundation will meet all requirements under the applicable legislation\*.

### Introduction

The Foundation is committed to training staff on accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. We are committed to meeting the requirements of the applicable legislation with a goal to integrate accessibility into everyday processes and practices to make our workplaces more inclusive. We will attain this objective by:

#### Training our Employees, Volunteers, and Contractors

The Foundation will provide employees and volunteers with the required training on accessibility requirements. New employees and volunteers joining the Foundation will receive training within the first two weeks of hire. Contractors involved and/or working on behalf of the Foundation will be required to provide confirmation that they have received the required training. We will keep records of the training.

#### Assistive devices

The Foundation permits persons with disabilities to use their personal assistive devices while on its premises.

#### Service animals and support persons

The Foundation welcomes onto its premises people with disabilities and their service animals and support persons upon whom persons with disabilities rely.

#### Notice of temporary disruption

The Foundation will give notice of temporary disruptions to services or facilities used by persons with disabilities including the reason for the disruption, the anticipation of the disruption and any alternative facilities or services that may be available. The notice shall be posted in a conspicuous place on the premises.

#### Policies and Procedures

The Foundation is committed to supporting all employees through the employment life cycle to ensure inclusion and full participation; this would include:

- Reviewing employment programs to ensure that needs of all employees of all abilities are identified and met from the hiring process through the life stages of their career;
- Providing appropriate accommodations to employees where needed and having clearly written policies and processes for documenting individual accommodation plans;
- Monitoring the Return to Work process to ensure impacted employees understand the process and are supported to facilitate a safe return to work;
- Asking for feedback from all employees of all abilities whether the workplace supports their needs; and,
- Providing information and communication to all persons in an accessible manner upon request, and making information on our external and internal websites accessible to all people by meeting the required standards for website accessibility.

### **Information and Communications**

The Foundation is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

The Foundation will consult with people with disabilities to determine their information and communication needs.

### **Employment**

Make-A-Wish® Canada will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

### **Design of Public Spaces**

The Foundation will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Examples of public spaces can include:

- Recreational trails/beach access routes
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

### **Working with the public**

We are committed to meeting the needs of our clients and the public by:

- Using assistive devices where applicable, welcoming service animals and support persons, training staff on how to interact with those accompanied by a service animal or support person,
- Notifying the public of any temporary disruptions to our facility that they may require access to (i.e. elevators, accessible washrooms, ramps, automatic doors),
- Providing alternate formats of communication when requested; and,
- Addressing feedback and comments in regards to accessibility in a timely and responsive manner.

### **Our Feedback Process**

If you have any questions or concerns regarding our Accessibility Policy, please contact the Human Resources Department located at 4211 Yonge Street, Toronto, Ontario.

Those wishing to provide feedback can do so verbally, in person, by phone, in writing using a feedback form available at National office reception or online, or by e-mail. All feedback will be acknowledged within 15 business days in writing unless requested in an alternate format.

<b>Make-A-Wish® Canada</b>  4211 Yonge Street, Suite 301A  Toronto, Ontario M2P 2A9  Attention: Vice President of People & Culture	<b>Phone</b> 1-888-822-WISH (9474)  <b>Website</b> <a href="http://www.makeawish.ca">www.makeawish.ca</a>
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### **Complaint Procedure**

In the event of a complaint, it will be directed to the Vice President of People & Culture. If the complaint cannot be resolved at that level, it will be escalated until resolution is achieved.

We will investigate all complaints within a reasonable period depending upon the complexity of the complaint. We will provide a written response to all complaints.

### **Modifications to this or other policies**

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.