

## MULTI-YEAR ACCESSIBILITY PLAN

### Statement of Commitment

The Canadian UNICEF Committee (“UNICEF Canada”) respects the dignity and independence of people with disabilities. We are committed to offering equal opportunities that are in line with our values: Vision; Resourcefulness, Resolve and Inclusiveness.

To provide opportunities and accessibility for people with disabilities in the economy, and workplace, the Accessibility for Ontarians with Disabilities Act (AODA) was passed in 2005. AODA (2005) seeks to provide a fully accessible Ontario by 2025. Consistent with this objective, there are many obligations placed on organizations to ensure their workplace and services are fully accessible to the public and employees. UNICEF Canada supports the goals of the AODA and is committed to providing equal treatment, services, programs and facilities in a manner that respects the dignity and independence of people with disabilities. We strongly believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by removing barriers to accessibility and meeting accessibility requirements under the AODA.

As part of UNICEF Canada’s commitment to meeting its obligations under the Act, UNICEF Canada has developed a multi-year plan which outlines UNICEF Canada’s strategy to prevent and remove barriers and meet its requirements under the AODA.

UNICEF Canada’s Multi-Year Accessibility Plan will be reviewed and updated by the Executive Team, in consultation with the People and Organizational Development department, once every five (5) years, and as required.

Accessibility Requirement	Actions Required	Individual Responsible	Due Date	Results
<b>Customer Service</b>				
<p><i>Establishment of accessibility policies:</i></p> <ul style="list-style-type: none"> <li>• Instructions on how to interact and communicate with customers with various types of disabilities;</li> <li>• Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person;</li> <li>• Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities;</li> <li>• Instructions on what to do if a customer with a disability is having difficulty accessing your services;</li> <li>• Policies, procedures and practices surrounding the legislation.</li> </ul>	Policy to be reviewed annually	People & Organizational Development  Donor Engagement & Administration	January 1, 2014	Completed
<p><i>Training:</i></p> <p>Accessibility for Ontarians with Disabilities Act, 2005; Accessibility Standards for Customer Service, Ontario Regulation 429/07.</p> <ul style="list-style-type: none"> <li>• All employees and volunteers;</li> <li>• All other persons who provide goods, services or facilities on behalf of the organization; and</li> </ul>	Blended learning	People & Organizational Development	January 1, 2015	Completed & ongoing

<ul style="list-style-type: none"> <li>• All persons who participate in developing the organization's policies.</li> <li>• Provision of goods and services to persons with disabilities;</li> <li>• The use of assistive devices;</li> <li>• The use of guide dogs, service animals and service dogs;</li> <li>• The use of support persons;</li> <li>• Notice of service disruptions;</li> <li>• Customer feedback;</li> <li>• Training;</li> <li>• Notice of availability and format of documents.</li> </ul>				
<p><i>Feedback Process:</i></p> <ul style="list-style-type: none"> <li>• Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request</li> <li>• Notification to the public about the availability of accessible formats and communication supports is provided, upon request.</li> </ul>		People & Organizational Development  Business Solutions	January 1, 2015	Completed
<p><i>Accessible Formats and Communication Support:</i></p> <ul style="list-style-type: none"> <li>• Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities:               <ul style="list-style-type: none"> <li>○ In a timely manner that takes into account the person's accessibility needs;</li> </ul> </li> </ul>		People & Organizational Development	January 1, 2015	Completed

<ul style="list-style-type: none"> <li>○ At a cost that is no more than the regular cost charged to other persons.</li> <li>• The organization will consult with the person making the request to determine the suitability of an accessible format or communication support</li> </ul>				
<p><i>Accessibility Plans:</i></p> <ul style="list-style-type: none"> <li>• Establish, implement, maintain and document a multi-year accessibility plan</li> </ul>	<p>Upon completion, review and update every 5 years</p>	<p>People &amp; Organizational Development</p>	<p>January 1, 2014</p>	<p>completed</p>
<p><b>Information &amp; Communication</b></p>				
<p><i>All websites and web content:</i></p> <ul style="list-style-type: none"> <li>• Internet websites and web content developed after January 2012 conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially;</li> <li>• Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule.</li> </ul>		<p>Business Solutions</p>	<p>January 1, 2014</p> <p>January 1, 2021</p>	<p>Completed</p>
<p><i>Educational and Training Resources or Materials:</i></p> <ul style="list-style-type: none"> <li>• Upon request, provide educational and training resources or materials in an accessible format that takes into account the accessibility needs of a person with a disability.</li> </ul>		<p>Development</p> <p>Marketing</p> <p>Policy &amp; Advocacy</p>	<p>December 31, 2014</p> <p>December 31, 2014</p>	<p>Completed</p> <p>Completed</p>

<ul style="list-style-type: none"> <li>• Upon request, provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.</li> </ul>				
<i>Accessible print based training resources/ materials:</i> <ul style="list-style-type: none"> <li>• Upon request, make accessible or conversion ready versions of textbooks available to the institutions</li> <li>• Upon request, make accessible or conversion ready versions of the printed materials available to the institutions</li> </ul>		Development Marketing Policy & Advocacy	December 31, 2014  December 31, 2014	Completed  Completed
<b><i>Employment Standards</i></b>				
<i>Recruitment:</i> <ul style="list-style-type: none"> <li>• Notification about available policies and accommodation for applicants with disabilities on website and job postings</li> <li>• Inform applicants selected to participate in an assessment or selection process that accommodations are available during the recruitment process, upon request, in relation to materials and processes to be used</li> <li>• Provide suitable accommodation that takes into account the applicant's accessibility needs due to disability</li> </ul>		People & Organizational Development	January 1, 2016	Completed
<i>Informing employees of supports:</i> <ul style="list-style-type: none"> <li>• Inform all employees of policies used to support employees with disabilities</li> </ul>				

<ul style="list-style-type: none"> <li>• Provide new employees with training on the Customer Service Standards</li> <li>• Provide updated information to employees whenever there is a change to an existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability</li> </ul>		People & Organizational Development  Donor Engagement & Administration	January 1, 2016	Completed
<p><i>Accessible formats and communication supports for employees:</i></p> <ul style="list-style-type: none"> <li>• Information to perform their job</li> <li>• Information that is generally available to employees in the workplace</li> </ul>		People & Organizational Development	January 1, 2015	Completed
<p><i>Workplace emergency response information:</i></p> <ul style="list-style-type: none"> <li>• Every employer 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</li> <li>• If an employee who receives individualized workplace emergency response information requires assistance, and with the employee's consent, the employer shall provide this information to the person designated by the employer to provide assistance to the employee</li> </ul>		People & Organizational Development	January 1, 2012	Completed

<ul style="list-style-type: none"> <li>Individualized workplace emergency response information shall be reviewed when the employee moves to a different location in the organization; their overall accommodations needs or plans are reviewed; or when the employer reviews its general emergency response policies.</li> </ul>				
<p><i>Documented Individual Accommodation Plans:</i></p> <ul style="list-style-type: none"> <li>Employees requesting individual accommodation plans may participate in the development of the plan;</li> <li>Means by which the employee is assessed on an individual basis;</li> <li>The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist in determining if accommodation can be achieved and, if so, how it can be achieved</li> <li>Privacy protection of the employee's personal information</li> <li>Frequency with which the individual accommodation plan will be reviewed and updated, and the manner in which it will be done</li> <li>If a plan is denied, the manner in which the reasons for the denial will be provided to the employee</li> <li>Individual accommodation plans are in a format that takes into account the employee's accessibility needs due to disability</li> </ul>		<p>People &amp; Organizational Development</p>	<p>January 1, 2016</p>	<p>Completed</p>

<p><i>Return to Work Process:</i></p> <ul style="list-style-type: none"> <li>• Develop and have in place a return to work process</li> <li>• Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work</li> <li>• Use documented individual accommodation plans</li> </ul>		People & Organizational Development	January 1, 2016	Completed
<p><i>Performance Management:</i></p> <ul style="list-style-type: none"> <li>• Take into account the accessibility needs of employees with disabilities and individual accommodation plans when utilizing UNICEF Canada's performance management processes in respect of employees with disabilities</li> </ul>		People & Organizational Development	January 1, 2016	Completed
<p><i>Career Development and Advancement:</i></p> <ul style="list-style-type: none"> <li>• Take into account the accessibility needs of employees with disabilities and individual accommodation plans when considering career development and advancement opportunities to its employees with disabilities</li> </ul>		People & Organizational Development	January 1, 2016	Completed
<p><i>Redeployment:</i></p> <ul style="list-style-type: none"> <li>• Take into account the accessibility needs of employees with disabilities and individual accommodation plans when redeploying employees with disabilities.</li> </ul>		People & Organizational Development	January 1, 2016	Completed



<p><i>Accessible Employment Practices</i></p> <ul style="list-style-type: none"> <li>• Employees and the public are notified about the availability of accommodations during the recruitment process</li> <li>• Employees are provided with updated information about policies to support employees with disabilities.</li> <li>• When requested, employees with disabilities are provided with information in an accessible format.</li> <li>• Individualized workplace emergency response information is provided to employees with disabilities.</li> </ul>		<p>People &amp; Organizational Development</p>	<p>January 1, 2017</p>	<p>Completed</p>
<p><b>Public Spaces</b></p>				
<ul style="list-style-type: none"> <li>• Public spaces have accessible elements in place as required under the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation (IASR).</li> <li>• UNICEF Canada is complying with all other IASR requirements in effect that are relevant to the workspace.</li> </ul>		<p>Executive Office</p>	<p>January 1, 2017</p>	<p>Completed</p>