

Parkinson Canada Multi- Year Accessibility Plan (2018-2022)



A Message from the President and Chief Executive Officer

Parkinson Canada's 2018– 2022 Accessibility Plan charts the path Parkinson Canada will take in continuing to meet the requirements of the Regulation and complying with the principles of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). We are proud of our achievements thus far and remain committed to moving forward, focusing on awareness raising, training, the provision of accessible tools and granting to improve key areas of daily living for people with disabilities and for older Ontarians.

We are committed to support increased accessibility across the country. A significant component of our Plan is dedicated to continuing to prepare our staff and volunteers to serve people of all abilities.

For instance, Parkinson Canada developed a guide "At Ease" to improve accessibility in the workplace and on route for people with invisible disabilities.

We believe integrating and maintaining increased accessibility standards is a sound investment to ensure all have a chance to make a significant contribution to their communities and make a difference in lives of people living with Parkinson's.

Karen Lee
President and CEO

Introduction

The mission of Parkinson Canada is to transform the lives of People Living with Parkinson's. We do this through:

- Research leading to the end of Parkinson's
- Advocacy bringing the voices of Parkinson's to the forefront
- Support helping people living with Parkinson's live well through education.

Parkinson Canada's vision is a better life today for People Living with Parkinson's; a world without Parkinson's tomorrow. We are committed to include Ontarians of all abilities in realizing our vision.

Our Accessibility Principles

Our accessibility principles are as follows:

- To promote a healthy work environment where employees can participate fully in all aspects of their job
- To offer a barrier-free workplace that is accessible to all employees, stakeholders and people with disabilities
- To maintain comprehensive accessibility policies and a Five-year Accessibility Plan
- To provide, through our ongoing work, a range of accessibility services and support for people with disabilities
- To ensure that our information and communications to staff, to the public and to the people we serve are accessible

Statement of Commitment

Parkinson Canada believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Integrated Accessibility Standards Regulation and the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Multi-Year Accessibility Plan

This multi-year plan outlines Parkinson Canada's strategy to prevent and remove barriers to address the current and future requirements of the communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11 and the *Accessibility for Ontarians with Disabilities Act (2005)*. This plan has been

developed in accordance with the Regulation and the Act., and in order to fulfill Parkinson Canada's commitment as outlined in the HR Policy Manual # 5.09 Accessibility Standards

In accordance with the requirements set out in the IASR, Parkinson Canada will:

- Establish, review and update this plan in consultation with persons with disabilities, as needed and as the organization complies with each of the requirements over time;
- Post this plan on its website (www.parkinson.ca);
- Report as required on its website (www.parkinson.ca) on the progress of the implementation of this plan;
- Provide this plan in an accessible format, upon request; and
- Review and update this plan at least once every five years.

Core Principles of the Plan

We endeavour to ensure that the plan and related practices and procedures are consistent with the following four (4) core principles:

- Dignity** - Persons with a disability must be treated as valued persons as deserving of service as any other person.
- Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.
- Integration** - Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other person. In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- Independence** - Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

The Five-year Accessibility Plan of Parkinson Canada builds on past planning and our accessibility record. It is a living document that outlines our goals and milestones from 2018 to 2022. It will be reviewed and revised as required each

year as we create an annual progress report. In 2023, we will release a new multi-year accessibility plan.

Section One: Past Achievements to Remove and Prevent Barriers

This section includes a summary of the accessibility initiatives Parkinson Canada has completed.

Customer Service

Parkinson Canada is in compliance with the Accessibility Standards for Customer Service Regulation. We continue to ensure that in our day-to-day activities we fulfill all the requirements of this Regulation in keeping with the principles of dignity, independence, equality and integration. For example:

- Parkinson Canada ensures that all new staff receive training on the requirements of the Regulation
- We welcome feedback and provide contact information of the Communications and Public Affairs Department communications@parkinson.ca on our website to facilitate the feedback process

Integrating Accessibility into Our Ongoing Work

Parkinson Canada has developed both informal and formal training practices and procedures in order to provide the best possible customer service to persons with disabilities. In addition, we have anti-violence and anti-harassment policies (outlined in the HR Policy Manual # 7.03 Workplace Harassment/Sexual Harassment and Discrimination and # 7.04 Workplace Violence) and training in place.

Our staff and volunteers are enabled to serve people with disabilities and can provide services in different ways.

Our office location in Toronto has automatic doors, level access to the entrance as well as elevator access.

We welcome the use of service animals and support persons for people with disabilities at all Parkinson Canada offices.

Parkinson Canada has emergency exit plans in place for all staff and visitors, including those with disabilities.

Information and Communications

Parkinson Canada makes every effort to communicate in a manner that takes into account people of all abilities. Our website is designed to be user friendly. Visitors to our website have the option of customizing font size for ease of readability.

Our reports, advertisements and other written materials use respectful and inclusive language, and we make concerted efforts to use plain language in our communications.

Parkinson Canada has brought its commitment to accessibility to life by making accessibility part of its day-to-day activities, integrating it into its plans and policies and by ensuring that we have met all the current requirements of the accessibility regulations under the Act.

We are committed to make Parkinson Canada's website more accessible at the WCAG 2.0 Level AA. Parkinson Canada makes every effort to ensure the documents available in PDF format on our website are accessible.

Parkinson Canada channels its feedback process through our Communications and Public Affairs Department to ensure consistency of response.

Employment

Parkinson Canada meets the requirements of Section 27 of the Accessible Employment Standards within the Integrated Accessibility Standards Regulation Policy (IASR). Under this section, we are required to provide individualized workplace emergency response information to employees who have a disability. If the employee requires assistance in case of an emergency and consented to have information about their accommodation needs shared, Parkinson Canada provides the workplace emergency response information to the person designated by Parkinson Canada to provide assistance to the employee.

- Parkinson Canada is committed to notifying our staff that we will accommodate and create the individual workplace emergency response information. Alternate formats are used if required by specific employees. Our respectful process ensures privacy for people who self-identify as needing accommodation.
- Fire wardens is committed to speak with people who have identified accommodation needs and have completed a plan which incorporates individualized workplace emergency responses.

The request for emergency procedures, plans and public safety information in an accessible format may be made in any of the following ways:

- In person** at the Reception desk at all Parkinson Canada Offices;



- ❑ **By telephone** at 416.227.9700.3310. ask for Coordinator, Human Resources
- ❑ **In writing to:** Senior Manager, Human Resources and Volunteer Engagement, 4211 Yonge Street, Suite 316, Toronto, ON M2P 2A9
- ❑ **Electronically** by sending an email to: communications@parkinson.ca

Those who make such a request may expect to hear back within 72 hours of leaving their request, provided that contact information has been provided by the requestor.

Section Two: Strategies and Actions

Customer Service

Parkinson Canada is committed to providing accessible customer service to people with disabilities. This means that we will continue to provide services to people with disabilities with the same high quality and timeliness as others.

Parkinson Canada will ensure that it is in compliance with the Accessibility Standards for Customer Service Regulation. More specifically:

- Parkinson Canada will provide new employees and volunteers with accessible customer service training
- Parkinson Canada will gather feedback on the services it provides and will act on that feedback to improve services to people with disabilities
- Parkinson Canada will post appropriate notices regarding service disruptions
- Parkinson Canada will review and amend its Accessibility Standards Policy, as required
- Parkinson Canada will ensure that any new policies that are created regarding customer service are consistent with the principles of dignity, independence, integration and equal opportunity
- Parkinson Canada will welcome people with disabilities who use assistive devices, support people or service animals and will train our staff on assistive devices in our facilities
- If at any time Parkinson Canada is hosting an event that includes a charge for participation, we will waive that charge for support persons

Information and Communications

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

Feedback

All Parkinson Canada's feedback processes will continue to be accessible to persons with disabilities.

Parkinson Canada will continue to notify the public about the availability of accessible formats and communication supports.

- Parkinson Canada will continue to build on its current practice that flows all feedback through our Communications and Public Affairs Department. This will ensure consistency of response and allow our organization to create a database of information that we can use for ongoing accessibility planning.
- Alternate formats will continue to be available on request for all feedback forms

Employment

Parkinson Canada is committed to fair and accessible employment practices.

Workplace Emergency Response

Parkinson Canada will ensure that new employees are provided with workplace emergency information in accessible formats as necessary, that an emergency accommodation plan is prepared for them, when needed, and that emergency accommodation plans for existing employees are reviewed and revised as required.

Parkinson Canada will ensure that employees requiring assistance during an emergency are knowledgeable of their own individualized emergency response plans. New employees with accommodation needs will develop individual emergency plans with the HR Team. Revisions will be made to the plans for existing employees should their accommodation needs change.

Recruitment

Parkinson Canada will continue to notify its employees and the public about the availability of accommodations for applicants with disabilities in its job postings, as well as ahead of the interview process.

Parkinson Canada will make every effort to ensure job postings are available in a variety of formats and access points to ensure that potential applicants with accommodation needs are aware of the postings.

Parkinson Canada will notify successful applicants of its policies for accommodating employees with disabilities when offering employment. This notice is included in the letter of offer to the successful applicant.

Informing Employees with Disabilities of Supports Available to Them

Parkinson Canada will inform all employees of its policies for supporting employees with disabilities, including providing employment-related accommodations. Information will be provided through the Parkinson Canada SharePoint, staff announcement, email and staff meetings.

New employees will receive this information during the orientation process.

All employees will be given updated information whenever there is a change to existing policies on the provision of job accommodations.

Employees will be assured that their privacy is respected and that any sharing of information about their accommodation needs will be shared on an as-needed basis with their consent.

Parkinson Canada will consult with employees with disabilities to provide them with the accessible formats and communication supports they require to do their jobs effectively.

Individual Accommodation Plans

Parkinson Canada has accommodation plans for employees with disabilities:

- An employee who has requested accommodation will be provided with the necessary supports
- The accessibility needs due to a disability will be reviewed and documented by the HR Team, and the applicable accommodation will be provided in a timely manner. All steps will be taken to protect the privacy of the employee's personal information. The frequency and the manner in which the individual accommodation plan will be reviewed will also be documented.
- All accommodation plans are private. Each plan will include information on accessible formats and communication supports required, individual emergency response requirements and any other accommodation required.

Return to Work

Parkinson Canada has a return to work process which is managed with our group insurance benefits case workers.

Throughout the process, the HR Team will work closely with the employee, the employee's manager and the group insurance benefits case workers.

Parkinson Canada will ensure that managers understand the accommodations being made, as well as the privacy/communication concerns and agreements around return to work accessibility requirements

Parkinson Canada will formally document this process

Documented individual accommodation plans will include the following elements, in accordance with the provisions of the IASR:

- the manner in which the employee requesting accommodation can participate in the development of the plan;
- the means by which the employee is assessed on an individual basis;
- the manner in which can Parkinson Canada request an evaluation by an outside medical or other expert, at Parkinson Canada's expense, to assist Parkinson Canada in determining if and how accommodation can be achieved;
- the manner in which the employee can request participation of a representative from his or her workplace;
- steps that will be taken to protect the privacy of the employee's personal information;
- the frequency in which individual accommodation plans will be reviewed and updated and the manner in which this will be done;
- the way in which a denial of a plan will be communicated, if an individual accommodation plan is denied;
- the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs;
- any other accommodation that is to be provided to the employee will be included in the plan;
- individualized workplace emergency response information, if any is required;
- any information regarding accessible formats and communication supports that have been provided for or arranged, in order to provide the employee with:
 - Information that is needed in order to perform the employee's job;
 - Information that is generally available to employees in the workplace.

Parkinson Canada will develop, implement and document a Return to Work process for employees who have been absent from work due to a disability and who require accommodation in order to Return to Work.

Performance Management and Career Development

- Parkinson Canada will review the accessibility needs of employees with disabilities with regard to performance management and career development – in ways that take their accessibility needs into account, including performance plans in accessible formats, as well as coaching and feedback
- Parkinson Canada will ensure that its performance management process meets the needs of employees with disabilities

Training

Parkinson Canada is committed to providing training on the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Parkinson Canada will ensure that training is provided in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), as outlined in the Regulations under the AODA.

Training will be provided to:

- All new employees and volunteers

In 2022-2023, a refresher training will be provided and will be appropriate to the duties of employees, volunteers and other persons.

Training will be provided as soon as practicable to employees, volunteers and other persons.

Where there are changes to the Integrated Accessibility Standards Regulation Policy, training will be provided with regards to those changes.

Parkinson Canada will maintain a record of the dates of when training is provided and the number of individuals to whom it was provided.

For more information on this accessibility plan or to request this plan in an alternate format please contact:

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Standard and accessible formats of this document are free upon request from:

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