



ACCESSIBILITY POLICY

Purpose

Goodwill Industries, Ontario Great Lakes strives to provide goods and services to all customers, participants, visitors, employees and public in a way that respects dignity, inclusion and independence. Goodwill is committed to ensuring that the many benefits of goods and services are accessible to all people. Active steps are and will be taken to reasonably accommodate the needs of people with disabilities in a timely manner and by preventing and removing barriers to accessibility.

Policy

Information and Communications

Communications, from initial greeting through to the complete experience and follow up, will demonstrate our commitment to serve all people. Goodwill recognizes that individuals with disabilities may require different forms of communication to fully access services or fully participate as a consumer. Upon request Goodwill will provide accessible formats and communication supports for persons with disabilities that take into account the individual's accessibility needs, and in consultation with the person making the request.

When creating external and internal documents information will be clear and accessible to all audiences.

Goodwill will ensure that the website, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.

Accessibility Plan

On a yearly basis, Goodwill will assess accessibility barriers and document them in an Accessibility Plan outlining our strategy to address these barriers. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on our website.

Assistive Devices

Customers, clients and visitors are welcome to use their own personal assistive devices to access our merchandise and services.

Support People and Service Animals

Support people and guide dogs or other service animals are also welcome to accompany individuals with disabilities while shopping in our stores, donating at our donation centres or visiting our employment services and corporate office.

Interruption of Services

In the event of a planned or unexpected disruption within the facilities or services, we will provide the public with notice through our website www.goodwillindustries.ca, telephone greeting and signage at the affected premises and/or services.

Training

Human Resources in conjunction with the site Manager will provide accessible customer service

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| Last Updated | |
| Last Reviewed | February 2022 |

All Goodwill policies are reviewed annually.

training to employees, volunteers, Board Members and others who deal with the public or third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services. This includes human resources, training teams and management.

Staff will be trained on Accessible Customer Service within 1 week after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard.
- Goodwill's plan related to the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. Currently we have 2 sit /stand workstations and 2 large screen computer monitors for which training is not necessary. The team members are aware of these options within our services.
- What to do if a person with a disability is having difficulty in accessing Goodwill's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback

Comments on our services in regards to accessibility are welcomed and appreciated. We actively encourage the participation of all individuals in our feedback process. In addition to sharing your comments in person, by telephone at 519-850-9000 by mail at 255 Horton St., London, Ontario N6B 1L1, or electronically at info@goodwillindustries.ca.

Resolving Problems

Despite our best efforts, sometimes problems can occur. Please report all issues to one of our staff and we pledge to handle them in the following manner:

- You will be greeted warmly and asked for all relevant details
- The person you speak to will strive to resolve the issue at the time. If this is not possible, additional assistance will be engaged.
- All customer issues will be addressed within five business days

Accessibility in Employment Practices

Goodwill is committed to fair and accessible employment practice and will notify the public about the availability of accommodation for applicants with disabilities during the recruitment process. If a selected applicant requests an accommodation Goodwill will consult with the applicant and arrange provision of a suitable accommodation. When making offers of employment, Goodwill will notify the successful applicant of our policies for accommodating employees with disabilities.

Goodwill will also take into account the accessibility needs of employees with disabilities when conducting performance management and providing career development and advancement to employees.

Goodwill will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. The plan will contain information about any accommodation that is to be provided, types of accessible formats and communication

supports requested by employee and individualized workplace emergency response information.

Multi-Year Accessibility Plan for Goodwill Industries Ontario Great Lakes

Date Updated: June 2021

| AODA Standard | IASR requirement | Due Date | Steps to take | Target Completion Date | Responsibility | Last Reviewed | Completion Status |
|---|--|---------------|---|------------------------|------------------------------------|---------------|-------------------|
| <u>IASR General Requirements</u> | | | | | | | |
| | Create policies and procedures for each standard | Jan. 1, 2014 | <ul style="list-style-type: none"> •Develop and implement Accessibility Standards Policy for Goodwill. •Make the Policy publicly available and provide in an accessible format, upon request. •Review and update as required. | Jan. 1, 2014 | Human Resources and AODA Committee | Jun-21 | Complete/Ongoing |
| | Create Multi-Year Accessibility plans | Jan. 1, 2014 | <ul style="list-style-type: none"> •A Multi-Year Accessibility Plan was developed. •Post multi-year accessibility plan on website and provide in an improved accessible format. Review and update the plan at least once every five years. | Jan. 1, 2014 | Human Resources and AODA Committee | Jun-21 | Complete/Ongoing |
| | Consider accessibility features when designing, procuring or acquiring self-kiosks | Jan. 1, 2014 | | Jan. 1, 2014 | Human Resources and AODA Committee | Jun-21 | Complete/Ongoing |
| | Train all staff and volunteers (including Board Members) on what they have to do under the IASR and on aspects of the Human Rights Code that relate to accessibility | Jan. 1, 2015 | <ul style="list-style-type: none"> •Ensure that training is developed on the IASR and the Human Rights Code as it pertains to persons with disabilities and has been provided by Jan 1, 2015 to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of Goodwill. Update training as required and continue to train new members of the organization. •Keep a record of the dates of training and the individuals who received the training. •Added Corporate Trainers to further strengthen training approach within the organization for new leaders. | Jan. 1, 2015 | Human Resources and AODA Committee | Jun-21 | Complete/Ongoing |
| | Complete government accessibility report | Dec. 31, 2014 | Ensure report is completed and submitted by due date | Dec. 31, 2014 | Human Resources and AODA Committee | Jun-21 | Ongoing |

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| | Update Multi-Year Accessibility Plan | 30-Jun-21 | Ensure Multi-Year Accessibility Plan is updated by due date | 30-Jun-21 | Human Resources and AODA Committee | Jun-21 | Ongoing |
| | Complete government accessibility report | Dec. 31, 2017 | Ensure accessibility report is completed and submitted by due date. | Dec. 31, 2017 | Human Resources and AODA Committee | Jun-21 | Ongoing |
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| <u>Information & Communications</u> | | | | | | | |
| | When asked, make your emergency and public safety information accessible to the public | Jan. 1, 2012 | Emergency procedures, plans or public safety information, that is publicly available, shall be provided in an accessible format or with appropriate communication supports, upon request. | Jan. 1, 2012 | Human Resources and AODA Committee | Jun-21 | Complete/Ongoing |
| | All new internet websites and web content on those sites must conform with WCAG 2.0 level A | Jan. 1, 2014 | <ul style="list-style-type: none"> •Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). | Jan. 1, 2014 | Human Resources and AODA Committee | Jun-21 | Ongoing |
| | Make your feedback processes, like surveys or comment cards, accessible when asked | Jan. 1, 2015 | <ul style="list-style-type: none"> •Ensure that processes for receiving and responding to feedback are accessible and meet the requirements of the IASR. | Jan. 1, 2015 | Human Resources and AODA Committee | Jun-21 | Complete/Ongoing |
| | Make information about your organization's goods, services and facilities accessible upon request | Jan. 1, 2016 | <ul style="list-style-type: none"> •Upon request, to the extent practicable, provide for provision of accessible formats and communication supports for persons with disabilities. •Consult with person making the request to determine suitability of accessible format or communication support. •Put a statement on the website that we shall, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities at a cost no more than regular cost charged to other persons. | Jan. 1, 2016 | Human Resources and AODA Committee | Jun-21 | Ongoing |
| | All internet website and website content conforms with WCAG 2.0 level AA (excluding live captioning and audio description) | Jan. 1, 2021 | <ul style="list-style-type: none"> •Websites and web content published after 2012 to conform to WCAG 2.0 Level A initially and increasing to WCAG 2.0 Level AA by Jan 1, 2021 to the extent practicable other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions). | Jan. 1, 2021 | Human Resources and AODA Committee | Jun-21 | Ongoing |

| Employment | | | | | | | |
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| | When necessary, provide individual plans to help employees with disabilities during an emergency, or emergency information that's formatted so an employee with a disability can understand it. | Jan. 1, 2012 | <u>Examples:</u> * Review your emergency information * Determine which employees need help * Prepare and provide information to these employees, in an accessible format if required * Follow up with employees periodically | Jan. 1, 2012 | Human Resources and AODA Committee | Jun-21 | Ongoing |
| | Notify employees, potential hires and public that accommodations can be made during recruitment, assessment and selection processes for people with disabilities | Jan. 1, 2016 | <ul style="list-style-type: none"> •Review and update existing recruitment, policies, procedures and processes. •Specify that accommodation is available for applicants with disabilities on the website, job postings and when arranging interviews. •Inform applicants about the availability of accommodations: when called for an interview, during the selection process, at the time of the job offer and as soon as practicable after the new employee begins – specifically at orientation. •If selected applicant requests accommodation, consult with the applicant and arrange for provision of suitable accommodation in a manner that takes into account the applicant's accessibility needs due to a disability. •Development of Diversity Committee has been initialized to further analyze possible barriers to remove during recruitment phase. | Jan. 1, 2016 | Human Resources and AODA Committee | Jun-21 | Ongoing |
| | Notify new hires and staff of policies for accommodating employees with disabilities | Jan. 1, 2016 | <ul style="list-style-type: none"> •Inform current employees and new hires as soon as practicable after they begin employment of policies supporting employees with disabilities. •Keep employees up to date on changes to policies/procedures relating to accommodation. | Jan. 1, 2016 | Human Resources and AODA Committee | Jun-21 | Ongoing |
| | Have in place a written process to develop individual accommodation plans for employees with a disability | Jan. 1, 2016 | <ul style="list-style-type: none"> •Have created a written process for the development of documented individual accommodation plans and return to work plans for employees with disabilities. Continue to review and assess for updates. •Include in the process and plans all of the required elements in accordance with the provisions of the IASR. | Jan. 1, 2016 | Human Resources and AODA Committee | Jun-21 | Complete |
| | Have a written return to work process in place for employees who have been absent due to a disability | Jan. 1, 2016 | <ul style="list-style-type: none"> •Review and update existing policies, practices to ensure compliance with IASR | Jan. 1, 2016 | Human Resources and AODA Committee | Jun-21 | Complete |

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| | If your office uses performance management, career development and redeployment processes, take the needs of employees with disabilities into account | Jan. 1, 2016 | •Take the accessibility needs of employees with disabilities and, as applicable, individual accommodation plans, into account as part of performance management processes, when assessing performance, providing career development and advancement opportunities and considering redeployment. | Jan. 1, 2016 | Human Resources and AODA Committee | Jun-21 | Complete |
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| <u>Architecture, Environment, and Design of Public Spaces</u> | Make new or redeveloped spaces accessible | Jan. 1, 2017 | •Where required, all indoor or outdoor newly constructed or redeveloped spaces will conform to all of the required elements in accordance with the provisions of the IASR. | Jan. 1, 2017 | Human Resources and AODA Committee | Jun-21 | Complete/Ongoing |
| | Maintain accessible elements of public spaces | Jan. 1, 2017 | •Identify preventative and emergency maintenance procedures and alternatives and procedures for handling disruptions and alternatives in accordance with the provisions of the IASR. | Jan. 1, 2017 | Human Resources and AODA Committee | Jun-21 | Complete/Ongoing |
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