



Accessibility Plan

This Accessibility Plan outlines the policies and procedures that Second Harvest has put in place to prevent and remove barriers for persons with disabilities, and to meet the requirements of Ontario's *Accessibility for Ontarians with Disabilities Act (AODA)*.

Second Harvest is committed to maintaining a workplace characterized by professionalism and respect for the dignity of all individuals. Every employee is expected to respect the diversity of other employees, clients, stakeholders, donors and other third parties with whom they interact.

We are committed to meeting the accessibility needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA. In order to meet and sustain compliance,

Accessible Emergency Information

Second Harvest will provide employees with disabilities with individualized emergency response information, when necessary. We are also committed to providing our clients and stakeholders with publicly available emergency information in an accessible way, as applicable and upon request.

Training

Second Harvest has provided training to all employees in Ontario, on Ontario's accessibility laws and how to communicate with and provide accessible service to people with disabilities, in order to ensure that employees have the knowledge and skills they need to meet or exceed compliance requirements. As soon as practicable, newly hired employees and volunteers will be provided with the training required in order to comply with the AODA Customer Service Standard.

Second Harvest will maintain records of all training, including the dates the training was provided and the individuals who received the training.

Support for Persons with Disabilities

Second Harvest recognizes the principles of independence, dignity, integration and quality of opportunity, and the importance of openly communicating and responding to disabled clients' needs in order to provide them with excellent service. We will make every effort to provide accessibility and accommodation in ways that take into account the person's disability and accessibility needs. For example, we will:

- accommodate an individual's assistive devices that help them perform everyday tasks;
- welcome service animals on our premises that are open to the public and other third parties, to the extent permitted by law; and
- welcome support persons who accompany a person with a disability.

Information and Communications

Second Harvest is committed to meeting the communication needs of persons with disabilities. We will consult with persons with disabilities to determine their information and communication needs.



Second Harvest will ensure compliance with the required criteria of Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, by January 1, 2021.

We will continue to ensure that feedback processes are accessible to persons with disabilities, including providing accessible formats and communication supports, upon request.

Employment

Second Harvest is committed to maintaining a workplace characterized by professionalism and respect for the dignity of its employees, where all individuals have an equal opportunity to reach their potential, free of discrimination, including harassment and violence.

Second Harvest has put policies and/or processes in place to:

- Provide training to those involved in hiring processes, on AODA requirements and disability-related requirements in the recruitment process;
- Notify employees and members of the public that, when requested, Second Harvest will accommodate persons with disabilities during the recruitment and assessment process;
- Notify successful applicants of Second Harvest's policies for accommodating persons with disabilities during their offer of employment, and on an ongoing basis should there be changes to Second Harvest's policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability;
- Determine suitable accommodation, by consulting with the employee, that takes into account the employee's accessibility needs due to a disability;
- Arrange for the provision of accessible formats and communication supports for employees, upon request and in consultation with the employee, for information that is needed in order to perform job duties and for information generally available to employees in the workplace;
- Develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability; this includes a template for individual accommodation and return-to-work plans;
- Ensure the accessibility needs of employees with disabilities are taken into account when using performance management, career development and advance processes;
- Prevent and remove other accessibility barriers as or if identified.

Plan Review

This plan will be reviewed and updates made as required, at least every five years.

Questions/Feedback

For more information on this Accessibility Plan or to request an alternate format of this document, please contact:

Van Pham
Second Harvest
1450 Lodestar Road, Unit 18, Toronto, ON M3J 1C1
t. 416.408.2594. x247 f. 416.408.2598 vanp@secondharvest.ca