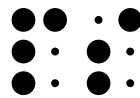




## Canada and Bermuda Territory 2021 Policy and Multi-Year Accessibility Plan



## Policy Statement on Accessibility

### **Organizational Statement of Commitment on Accessibility**

The Salvation Army is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements.

### **Accessible Communication**

The Salvation Army is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communications needs.

The Salvation Army will take the necessary steps to make all new websites and content on those sites conform with WCAG 2.0, Level AA (in Ontario, and for national websites).

Feedback can be provided in an accessible format at all ministry unit locations, and further information on The Salvation Army's feedback processes is made available online. When presented with accessibility-related feedback, actions will be documented and made available upon request.

### **Accessible Emergency Information and Service Disruptions**

The Salvation Army is committed to providing the clients, congregants and workers with information about service disruptions. We will also collaborate with workers with disabilities to create individualized emergency response plans as required.

### **Accessible Services**

The Salvation Army welcomes people with disabilities who are accompanied by a service animal, an assistive device or a support person.

Workers and key volunteers dealing with the public will be trained in providing accessible customer service.

### **Accessible Employment**

The Salvation Army is committed to fair and accessible employment practices.

We take steps to notify the public and staff that, when requested, The Salvation Army can accommodate people with disabilities during the recruitment process and will continue to support workers with disabilities throughout the employment/officership relationship.

The Salvation Army has implemented a process for developing individual accommodation plans and return-to-work policies for workers who have been absent due to a disability or workplace injury. In

addition, The Salvation Army has developed mechanisms that take into account a worker/officer's disability when using performance management and career development processes.

### **Accessible Training**

The Salvation Army provides training on accessibility as it relates to people with disabilities. Training is provided in a way that best suits the duties of workers, officers and/or volunteers.

The Salvation Army will ensure all workers, officers and volunteers are provided with the training needed to meet requirements under applicable legislation.

### **Accessible Consultation**

The Salvation Army's Territorial Accessibility Committee (TAC) supports accessibility initiatives in Canada and provides input into key accessibility policies, plans and processes.

### **Accessible Spaces**

The Salvation Army is committed to providing services to all and will work with clients, congregants and workers to ensure that any existing barriers are removed or minimized.

The Salvation Army will meet applicable standards when building or making major modifications to public spaces. Such public spaces may include:

- Outdoor play spaces, such as playgrounds in day cares, camps and churches
- Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

For more information on this accessibility plan, please contact Graham Moore, Chair of the Territorial Accessibility Committee at:

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## What we've done and where we're headed

### What we've accomplished so far

In 2019, the Territorial Accessibility Committee (TAC) was officially recognized as a committee at THQ. Although a group was working in an *ad hoc* capacity for many years, the TAC is now governed by Terms of Reference and reports to the Governing Council through the Chief Secretary. It must provide an annual report to The Governing Council. The TAC is made up of officers and employees from Ontario and Manitoba, with representation from various departments and include person(s) who identify as living with a disability. The TAC meets at least quarterly.

The Accessibility and Customer Service Policy was updated, as was the Multiyear Plan in 2021. Templates and processes were streamlined to ensure that candidates applying for jobs with The Salvation Army are aware that their needs can be accommodated throughout the recruitment and hiring process. Various HR/Personnel policies, processes, forms were updates to encourage managers and workers to consider accessibility needs as an integral part of the employment/officer relationship.

Since 2010, we have had a combination of in-person training and E-training courses, and modules on accessibility and human rights are available to all employees, officers and volunteers on [www.salvationist.ca](http://www.salvationist.ca).

All websites in Ontario have been tested and deemed to meet the WCAG 2.0 Level AA standard. Those that did not meet this standard were decommissioned. Given the large number of websites in Ontario, this was a significant undertaking

### Pandemic-related constraints and impact

In 2020 and into 2021, volunteers were not permitted to attend to their regular volunteer duties in numerous ministry units due to safety concerns and physical distancing requirements due to the COVID-19 pandemic. In addition, hundreds of ministry units were also closed (or partially closed) throughout the pandemic, which made volunteering difficult or impossible.

Repeated staff layoffs, increased workloads and shifting work requirements made training more difficult, especially in a work-from-home, fully online environment. Group training was restricted due to limiting staff numbers in ministry units. In many of our front-line service units, workers were often faced with significant staffing, safety and environmental pressures.

Despite these challenges, TSA was able to pivot and deliver front-line services in creative ways. For example, in our Community & Family Services operations, TSA saw the birth of drive-through

foodbanks, which was helpful to some clients with mobility challenges. In addition, an online application process was rolled out and deliveries were organized via telephone to cater to the needs of clients who needed to access TSA's services in alternate ways. Some clients saw their items delivered to them in ways that were accessible for them.

Online church services opened up worship services to people who otherwise found in-person worship challenging. MAGA Music And Gospel Arts developed two short videos to help congregations make online slide presentations more accessible.

### **Looking to the future**

While much has been done, there is still much to do! Projects being considered to improve The Salvation Army's ability to approve accessible services to all include:

- Improving records management of volunteers and re-thinking efficiencies around training key volunteers in the area of accessibility;
- Incorporating accessibility requirements when seeking vendors and service providers for all renovations and/or new building projects;
- Increasing internal networking opportunities for workers/officers to exchange ideas, information and best practices regarding servicing TSA's clientele with disabilities;
- Building awareness and reducing barriers within the organization through education and social media campaigns;
- Incorporating accessibility surveys and checkpoints within existing audit/accreditation/review processes;
- Formalizing intentional communications to be shared with key decision-makers so that accessibility permeates across all levels of leadership (i.e. presentations at TEC, Department Heads meetings, etc.);
- Formalizing accountabilities for accessibility within key departments;
- Enhancing knowledge translation of accessibility issues and generating ways to embed accessibility into day-to-day operations.

## Multi-Year Plan 2021 - 2026

ACCESSIBILITY AREA	MILESTONE	TIMELINE	ACCOUNTABILITY
<b>Accessibility Policy</b>	Policy updated, reviewed and approved	June 2021	Chief Secretary, Legal
	Policy posted on national websites	June 2021	Marketing & Communications, NRO
	Policy reviewed annually	2022, 2023, 2024, 2025	Legal
	3-year formal review	2024	TAC* (Territorial Accessibility Committee), Legal
	5-year formal review	2026	TAC, Legal
	Communicate updated Policy to appropriate groups and stakeholders	Summer 2021	Chief Secretary
<b>Multiyear Plan 2021-2026</b>	Plan updated 2021 and reviewed by TAC	April 2021	TAC, Legal
	Plan reviewed and approved by Governing Council	June 2021	Chief Secretary
	Plan posted on national websites	June 2021	Marketing & Communications, NRO
	Communicate updated Multiyear Plan to appropriate groups and stakeholders	Summer 2021	Chief Secretary, Marketing & Communications
<b>Compliance report</b>	Report to be filed in 2021	June 2021	TSBA, Chief Secretary
<b>Training in accessibility &amp; human rights</b>	Review e-training available	January 2021	Legal, Human Relations
	Workers who have not been trained since 2018 are re-trained in the new modules (post-pandemic re-stabilization)	April 2022	Human Relations
	Ensure Officers who have not been trained since 2018 are re-trained in the new modules (post-pandemic re-stabilization)	April 2022	Officer Personnel, Human Relations
<b>Recruitment/hiring</b>	Job postings advertise commitment to accommodation	May 2021	Human Relations, Marketing & Comms, Legal
	Website (Careers) section advertises commitment to accommodation	May 2021	Marketing & Communications, NRO, Legal
<b>Performance</b>	PEAC process forms and manuals	May 2021	Human Relations, Legal

ACCESSIBILITY AREA	MILESTONE	TIMELINE	ACCOUNTABILITY
<b>management / career development</b>	reviewed to incorporate accessibility awareness		
	Officer reviews incorporate accessibility awareness	July 2021	Officer Personnel, Legal
<b>Individual workplace emergency plans</b>	Communication and template provided to ministry units/departments as Appendices to Policy	June 2021	Human Relations, Officer Personnel, Legal
	Corresponding policies reviewed and amended	July 2021	Legal, Human Relations, Officer Personnel
<b>Individual workplace accommodations (and Return-to-work plans)</b>	Communication and new template provided to ministry units/departments as Appendices to Policy	May 2021	Human Relations, Officer Personnel, Legal
	Corresponding policies reviewed and amended as needed (employees, officers)	June 2021	Legal, Human Relations, Officer Personnel
<b>Officers newly appointed into ON and MB receive accessibility training</b>	Review appointment process and documentation for cross-border appointments (re training, etc.)	June 2021	Officer Personnel, Human Relations, Legal
<b>Process improvements for volunteer record management</b>	Survey ON ministry units for current statistics on volunteers (numbers and training) (post-pandemic re-stabilization)	Beginning in summer 2021	ON DHQ, Communications, NRO
	Formalize observance of National Volunteer Week in April	March 2022	THQ Volunteer Manager, ON DHQ Volunteers, NRO
	Create matrix to improve efficiencies around volunteer training in accessibility (post-pandemic re-stabilization)	October 2021	THQ Volunteer Manager, ON DHQ Volunteers, NRO, Legal
	Create a brief in-house training video for volunteers (post-pandemic re-stabilization)	Begin in Fall 2021	Communications, Legal, HR
<b>Emergency information</b>	Communication and new template provided to ministry units and as Appendices to Policy	May 2021	Social Mission / Corps Ministries / THQ Property, DHQ Property, NRO Property, Legal
	Related policies reviewed and amended		
<b>Minimizing disruptions and preventative maintenance to</b>	Communication and new template provided to ministry units and as Appendices to Policy	May 2021	Social Mission / Corps Ministries / THQ Property, DHQ Property, NRO Property, Legal

ACCESSIBILITY AREA	MILESTONE	TIMELINE	ACCOUNTABILITY
<b>accessible features</b>	Related policies reviewed and amended		
<b>Websites</b>	All Ontario websites meet WCAG 2.0 Level AA standard	January 2021	Marketing & Communications
	Ministry units directed to incorporate accessibility tools on their local websites	March 2022	Chief Secretary, Marketing & Communications, ON DHQ, NRO
<b>Accessible feedback</b>	National websites pages for accessible feedback are revised for greater ease of access	May 2021	Marketing & Communications, NRO
	Ministry units directed to incorporate notices for accessible feedback mechanisms on their local websites	March 2022	Chief Secretary, Marketing & Communications, ON DHQ, NRO
<b>PROCESS &amp; SYSTEMS IMPROVEMENTS</b>	Incorporate accessibility questions in the Annual Ministry (Corps) Review	October 2021	Social Mission / Corps Ministries, Legal, TAC
	Incorporate accessibility questions in the Accreditation process	February 2022	Social Mission, TAC, Legal
	Incorporate accessibility components in the Internal Audit process	March 2022	Internal Audit, Legal, TAC
	Establish network of workers interested in accessibility issues across the Territory for information sharing	September 2021	TAC
	Designate a staff person to be accountable for accessibility issues in key departments	October 2021	Human Relations, Officer Personnel, Communications, Property Depts. (ON, MB, THQ, NRO), Volunteers
<b>MANITOBA-SPECIFIC REQUIREMENTS</b>	Review policy, processes and documentation to ensure compliance with Manitoba requirements	Summer 2021	Legal, Human Relations, Booth College
	Survey MB ministry units for current statistics on employee and volunteer training (numbers, records) (post-pandemic re-stabilization)	Begin in summer 2021	HR-Manitoba, Legal, Booth College, NRO

TAC = Territorial Accessibility Committee