

Accessibility Plan 2021- 2024

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Message from the President

People 2.0 is committed to serving all individuals with respect and dignity. Part of this commitment is ensuring that people with disabilities have the resources and access they require in order to participate as employees, clients, and members of the general public who are interested in learning more about our services.

Our Accessibility plan outlines our planned activities and confirms our commitment to ensuring an accessible, welcoming environment for everyone.



Steve Schaus
President

Introduction

People 2.0 strives to meet the needs of its employees and customers with disabilities and is working diligently to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling the requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps People 2.0 is taking to meet those requirements and to improve opportunities for individuals with disabilities.

As other provinces and territories develop their own accessibility legislation, People 2.0 will ensure that our accessibility activities meet or exceed compliance requirements in all areas for all employees, regardless of location.

People 2.0 is committed to a framework for change that begins with articulating a vision of inclusion based on research and self-reflection. We will implement strategies, policies, and practices inspired by that vision, including addressing the organization's public image and information (communications). We will continuously improve through an on-going process of evaluation and change.

An inclusive approach will be thoroughly integrated into the organization's on-going activities, operations, and relationships. People 2.0 will make every effort to identify and remove barriers to inclusion.

People 2.0 is committed to employment diversity with respect to all aspects of employment. Accordingly, all decisions regarding recruitment, hiring, promotion, compensation, employee development decisions such as training, and all other terms and conditions of employment, will be made without regard to race, religious beliefs, colour, gender, sexual orientation, marital status, physical and mental disability, age, ancestry or place of origin.

People 2.0 will make every effort to make its employee workforce representative and reflective of the communities in which its services are provided. The People 2.0 will endeavour to ensure that the workplace, all policies, procedures, and practices are free of deliberate or unintentional (systemic) barriers so that no one is disadvantaged.

Our Human Resources department is embarking on the development of a new 3-year strategy to build on current accessibility achievements. This new strategy will enhance training, access to information and strengthen our commitment through action.

Section One: Past Achievements to Remove and Prevent Barriers

Below are some highlights from past accessibility initiatives. They have incorporated compliance to legislation and set the baseline for our new accessibility plan.

Customer Service

- Provided accessible materials to clients in appropriate formats
- Ensured that access to physical locations met legislated accessibility requirements
- Implemented client suggestions to improve accessibility offerings

Information and Communications

- Ensured that clients, employees, and the general public are aware of our accessibility offerings
- Provided information regarding service outages, planned construction, and alternative access points
- Provided a dedicated contact for information and issues

Employment

- Worked with employees on customized return to work programs
- Offered accessibility equipment/assistive devices to staff as required
- Provided materials in accessible formats upon request at all stages of the employment, from applicants to accommodation requests for existing employees

Other

- Training new and existing employees on the Ontario human rights and accessibility laws.

Section Two: Strategies and Actions

The following plan outlines the accessibility commitment and actions of the organization. More detailed information on the activities and objectives are outlined in the Human Resources 3-year strategy on accessibility in the workplace.

Customer Service

People 2.0 is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

Actions	Responsibility	Frequency	Completion Date
Review and plan actions items from results of annual client survey.	Operations	Annual	October 2022, 2023
Provide information and tools to clients as required to fulfill accessibility requests.	Operations/Human Resources	On-going	On-going
Incorporate feedback from all sources, formal and informal in to planning activities for each year to enhance client services.	Operations/Human Resources	Annual	October 2022, 2023

Provide active offer to clients on accessibility options and services,	Operations	On-going	On-going
Track service outages and proactively notify clients of alternative strategies until resolved.	Operations	On-going	On-going

Information and Communications

People 2.0 is committed to making our information and communications accessible to people with disabilities.

Actions	Resources	Responsibility	Completion Date
Employee Survey on accessibility.	Human Resources	Annual	September 2022, 2023
Client Survey on accessibility.	Human Resources	Annual	September 2022, 2023
Annual communication from the President on commitment to accessibility.	President	Annual	January 2022, 2023
Reminders from Human Resources to managers and employees about accessibility rights and obligations.	Human Resources	2 times per year	2 times per year
All accessibility information posted on intranet with frequent updates to align with best practices and legislative compliance.	Human Resources	On-going	On-going
Review of client and employee accessibility request tracking to identify gaps and trends for the upcoming planning year.	Human Resources	Annual	November 30, 2021, 2022, 2023
Submit accessibility report to senior management for review, action, and inclusion in the organization's annual report as applicable.	Human Resources	Annual	January 2022, 2023
Posting of initial accessibility plan on the website as well as annual updates on progress.	IT	Annual	January 2022, 2023, 2024

Employment

People 2.0 is committed to fair and accessible employment practices. Job advertisements will indicate that the organization will meet the needs of people with disabilities, including receiving job postings and descriptions in alternative formats and accommodations as it relates to the interview process. Candidates will also be asked upon hire if they require any workplace accommodation in order to support them in their new role, and the appropriate resources will be provided.

Employees have a right to a fully accessible workplace. People 2.0 is committed to an accessible workplace and will collaborate with employees to ensure that they have the tools and support necessary to be successful at work.

Actions	Responsibility	Frequency	Completion Date
Review and refresh existing accessibility policies to ensure compliance in all areas and seek enhancements to improve employee experience based on industry best practices and employee feedback.	Human Resources	Annual	June 30, 2021, 2022, 2023
Audit of Employee HR templates to ensure compliance and seek enhancements to improve the employee experience.	Human Resources	Annual	June 30, 2021, 2022, 2023
Review of all posted materials to ensure WCAG 2.0 compliance on intranet site.	IT	On-going	On-going
Provide active offers to all potential candidates regarding accessibility at all stages of the recruitment process.	Human Resources	On-going	On-going
Provide dedicated, on-going support to employees to ensure that employees have the necessary accessibility tools to be successful at work.	Human Resources	On-going	On-going
Active offer by managers to all employees to ensure that employees are aware of tools and support for accessibility.	All Management	On-going	On-going

Training

People 2.0 is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Actions	Responsibility	Frequency	Completion Date
Implementation of Learning Management System (LMS) and new AODA training courses.	Human Resources	One Time	2021
New module/refresher training.	Human Resources	Annual	On-going
Requirement for accessibility objectives for all management as part of performance management expectations.	All Management	Annual	On-going
Annual review of training results to ensure compliance to targets.	Human Resources	Annual	June 30, 2021, 2022, 2023
Environmental scan and review of industry best practices to ensure that accessibility training is best in class and is in compliance with legislation.	Human Resources	Annual	June 30, 2021, 2022, 2023
Ensure that IT staff/service providers have appropriate WCAG training, including any new IT hires, during the course of each year.	IT	Annual	December 31, 2021, 2022, 2023

Design of Public Spaces

People 2.0 is committed to ensuring that our work premises are accessible to everyone. Where there are plans to renovate existing locations or secure new office space, we will ensure that accessibility is at the forefront of design. At a minimum, we will inspect our physical locations annually to ensure compliance with legislation and look for opportunities to enhance accessibility.

People 2.0 will continue to ensure that procedures are in place to prevent service disruptions to the accessible parts of our public spaces and provide the necessary alternatives should a disruption occur.

Actions	Responsibility	Frequency	Completion Date
Review of public and employee spaces to ensure alignment with legislation.	Operations	Annual	November 30, 2021, 2022, 2023
Review Client and Employee surveys to identify opportunities to enhance accessibility.	Operations	Annual	November 30, 2021, 2022, 2023
Refer any feedback received from clients and employees on an on-going basis to ensure that enhancements to physical locations are communicated to Operations for planning and implementation in addition to annual inspections.	Human Resources	On-going	On-going

Other

Actions	Responsibility	Frequency	Completion Date
3-year Accessibility Strategy Refresh.	Human Resources	Every 3 years	December 2021
Accessibility Annual Report.	Human Resources	Annual	January 2022, 2023

For More Information

For more information on this accessibility plan or to request accessible forms of this or other documents, please contact the HR Department at HRCanada@people20.com.