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Purpose:

Girl Guides of Canada-Guides du Canada (GGC) is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements.

These standards and applications are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communications; and employment and adult membership.

1) DEFINITIONS

- a) Adult Member: An adult who is registered with GGC as a Member
- b) Girl Member: A girl who is registered with GGC as a girl Member.
- c) Employee: an individual who regularly works for GGC on a salary or wage basis and who is subject to the control and direction of GGC in the performance of her/his duties.
- d) Non-member volunteer: Non-Member women and men who assist in the work of the organization and are registered with GGC.
- e) Third party: An individual, company or other entity that provides goods, services or facilities on behalf of GGC.

2) MULTI-YEAR ACCESSIBILITY PLAN

The GGC National Office will develop, maintain and document a Multi-Year Accessibility Plan outlining the strategy that improves opportunities for persons with disabilities, and prevents and removes barriers.

The Accessibility Plan will be reviewed and updated by the National Office at least once every five years, and will be posted on the GGC National website. Upon request, GGC will provide a copy of the Plan in an accessible format.

3) TRAINING

GGC will ensure that training is provided on the requirements of this accessibility standards policy and on human rights as they pertain to persons with disabilities. Training will be provided as follows:

- a) It is mandatory that GGC provide training to:
 - All of GGC's adult Members, employees, non-member volunteers and all those who are involved in the development and approval of policies, practices and procedures;
 - All of GGC's newly recruited adult Members, employees, non-member volunteers and all those who are involved in the development and approval of policies, practices and procedures, as part of their orientation process; and
 - All third parties who provide goods, services or facilities on behalf of GGC in the province of Ontario.

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b) It is optional that GGC provide training to:

- Third parties who provide goods, services or facilities on behalf of GGC in a province or territory other than Ontario.

GGC will provide training to all persons set out in section 3a) of this policy whenever changes are made to the policy.

All training provided, whether mandatory or optional, will be appropriate to the duties or the role of the person to whom it is provided.

GGC will keep a record of all training that it provides under this policy.

4) INFORMATION AND COMMUNICATION STANDARDS

4.1 Feedback

GGC will ensure that the process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communications supports, upon request.

4.2 Accessible Formats and Communication Supports

Upon request, GGC will provide, or will arrange for the provision of, accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs.

- a) GGC will consult with the person making the request.
- b) GGC will also notify the public about the availability of accessible formats and communication supports.

4.3 Accessible Websites and Web Content

GGC will ensure that its Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA except where this is impracticable.

5) ADULT MEMBER ACCESSIBILITY STANDARDS

5.1 Recruitment and Adult Membership Screening Process

GGC will provide notification to the public that in its recruitment process, accommodations are available for applicants for adult membership with disabilities.

If an applicant requests an accommodation during the membership recruitment and membership screening process, GGC will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

During the screening process for adult members, GGC will notify the applicants of its policies for accommodating adult Members with disabilities.

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5.2 Informing Members of Supports

GGC will provide information on its policies (and any updates to those policies) that support adult Members with disabilities, including policies on the provision of position accommodations that take into account an adult Member's accessibility needs. This information will be provided to new adult Members as soon as practicable after commencing their position.

5.3 Accessible Formats and Communication Supports for Members

Upon the request of adult Members with a disability, GGC will consult with them to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the tasks of her position and information that is generally available to others.

If GGC cannot convert the information into the requested format, it will let the individual know why and which format GGC will provide.

6) EMERGENCY RESPONSE INFORMATION FOR MEMBERS AND VOLUNTEERS

GGC will provide individualized emergency response information for all adult and girl Members and non-member volunteers who have a disability, if the disability requires individualized information, and if GGC is aware of the need for accommodation. GGC will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the girl or adult Member or non-member volunteer requires assistance, GGC will, with the individual's consent (or that of her parent/guardian), provide emergency response information to the person designated by GGC to provide assistance to the individual.

7) EMPLOYMENT STANDARDS

7.1 Recruitment

GGC will notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment process.

7.2 Recruitment, Assessment or Selection Process

GGC will notify job applicants, when they are individually selected to participate further in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.

If a selected applicant requests an accommodation, GGC will consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

7.3 Notice to Successful Applicants

When making offers of employment, GGC will notify the successful applicant of its policies for accommodating employees with disabilities.

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7.4 Informing Employees of Supports

GGC will inform its employees of its policies (and any updates to those policies) used to support with disabilities, including policies on the provision of job accommodations that take into account an employee accessibility needs due to disability. This information will be provided to new employees as soon as practicable after they commence employment.

7.5 Accessible Formats and Communication Supports for Employees

Upon the request of an employee with a disability, GGC will consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to other employees.

7.6 Workplace Emergency Response Information

GGC will provide individualized workplace emergency response information to employees who have a disability, if the disability requires individualized information, and if GGC is aware of the need for accommodation. GGC will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, GGC will, with the consent of the employee, provide the workplace-emergency response information to the person designated by GGC to provide assistance to the employee.

GGC will review the individualized workplace emergency response information when the employee moves to a different location in the organization, at which time the employee's overall accommodations needs or plans are reviewed.

7.7 Documented Individual Accommodation Plans

GGC will maintain a written process for the development of documented individual accommodation plans for employees with disabilities.

If requested, information regarding accessible formats and communications supports provided will also be included in individual accommodation plans.

In addition, the plans will include individualized workplace emergency response information (where required), and will identify any other accommodation that is to be provided.

7.8 Return to Work Process

GGC maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process outlines the steps GGC will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute.



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7.9 Performance Management, Career Development and Advancement & Redeployment

GGC will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.