
Multi-Year Accessibility Plan

1. Customer Service

Status: Complete/Ongoing

Training has been provided to all Ontario-based staff on the requirements of the AODA and on the Human Rights Code as it relates to people with disabilities. Training is also provided to all new employees, volunteers and persons who provide services on behalf of SvN within their first week of joining SvN. A record of all training is kept within the HRIS, as well as in employee files.

2. Information and Communications

Status: In Process

SvN is committed to meeting the communication needs of people with disabilities, and will take the following steps to ensure feedback processes are accessible to people with disabilities:

- Administer our feedback processes in accessible formats and make communication supports available upon request;
- Where people with disabilities request information and communications in accessible formats, including communications supports, this will be provided in a timely manner and at a cost equal to the regular cost charged to others, if any;
- SvN is working to ensure that all websites and web content, including web-based applications, are accessible, and meet the WCAG 2.0 Level AA standard.

3. Employment Standards

Status: In Process

- SvN is committed to fair and accessible employment practices and takes the following steps to notify the public and staff that, when requested, we will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:
- A statement is included in all job postings notifying applicants of the availability of accommodation for applicants with disabilities during the recruitment process;
- Applicants are notified that accommodations are available, upon request, in relation to the materials or processes used during the assessment or selection process;
- Successful candidates are notified of our policies for accommodating employees with disabilities when the offer of employment is made. If required, suitable accommodations will be arranged in consultation with the candidate prior to their start date;
- SvN will develop individual accommodation plans and return-to-work programs for employees with disabilities and those that have been absent from work due to a disability, working in parallel with our LTD provider. The plan will include consideration for performance management, career development and redeployment processes.

4. Design of Public Spaces

Status: Complete/Ongoing

SvN will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces in Ontario.

Public spaces include:

- Outdoor paths of travel, like ramps, stairs;
- Service-related elements like service counters;
- Recreational trails and beach access routes;
- Outdoor public eating areas like rest stops or picnic areas;
- Outdoor play spaces, like playgrounds in provincial parks and local communities;
- Accessible parking;
- Indoor/outdoor seating areas.

Date Written: 1 January 2020

Date Revised: 4 June 2024