



## **Accessibility for Ontarians with Disabilities Act Multi-Year Accessibility Plan (2020-2025)**

### **Introduction**

As part of Givex Canada Corp. (“Givex”)’s commitment to accessibility, our multi-year accessibility plan outlines our approach to building an accessible organization by 2025. This plan documents Givex’s various accessibility initiatives that have been and will be implemented to improve opportunities for persons with disabilities and to meet the requirements under the Accessibility for *Ontarians with Disabilities Act, 2005* (“AODA”) and its Regulations.

Under the AODA, the following accessibility standards and practices are applicable to Givex:

- Customer Service
- Information & Communications
- Employment
- Training & Policies

### **Our Commitment**

Givex is committed to ensuring accessibility for persons with disabilities, including with respect to its products, services, employment and premises, in a manner that respects their dignity and independence. We believe in integration and equal opportunity. 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 as required by the AODA.

### **Customer Service**

#### **Action Taken:**

Givex is pleased to announce that it has achieved compliance with AODA’s [Accessibility Standards for Customer Service](#) (Customer Service Standard) by implementing the following measures:

- Ensuring persons who are accompanied by a service animal or support person on Givex’s premises are accommodated;



- Providing members of the public with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities by placing such notices at all public entrances and reception counters on our premises and the Givex website;
- Creating a customer service and training policy, made available upon request;
- Adding a dedicated “Accessibility” tab to the Givex website, allowing us to communicate with members of the public and provide visibility of our accessibility practices and feedback options;
- Filing our first annual report with the Ministry of Community and Social Services confirming our compliance with the Customer Service Standard;
- Givex will continue to ensure compliance with the Customer Service Standard, as well as to monitor and respond to feedback in a timely manner.

### **Information & Communications**

#### **Action Taken:**

Givex is pleased to announce that it has achieved compliance in the following areas:

- Implementing a customer feedback process that allows us to receive and respond to customer feedback through multiple communication channels, such as email, telephone or regular mail. Currently, customers are notified of the feedback process and options via the ‘Accessibility’ tab to the Givex website;
- Reviewing requirements under the Information and Communication Standard to ensure that websites of Givex that were created or underwent a significant refresh after January 1, 2012 conform to WCAG 2.0, Level A, to the extent practicable;
- Upon request, providing or arranging for the provision of accessible formats and communication supports for people with disabilities, in a timely manner and taking into account the person’s accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons, to the extent practicable.

#### **Planned Initiatives:**

In accordance with AODA’s *Accessibility Standard for Information and Communications* (“Information and Communication Standard”), Givex will take the following measures:

- Begin planning for transition to WCAG 2.0 Level AA by January 1, 2021, to the extent practicable.



## **Employment**

### **Action Taken:**

Givex is pleased to announce that it has achieved compliance in the following areas:

- Implementing Individualized workplace emergency response information procedures to identify employees with disabilities and where a disability is disclosed to Human Resources, accommodate such employees according to their needs;
- Reviewing and modifying, where necessary, existing recruitment, retention and career development policies, procedures and processes;
- Notifying job applicants of the availability of accommodation via Givex's website and/or on job postings, and making adjustments that best suit their needs, as appropriate;
- Informing all existing employees and new hires of Givex's policies that support employees with disabilities;
- Developing and having in place a process for the development of individual accommodation plans for employees with disabilities, and a return to work process for employees who have been absent from work due to disability and required disability-related accommodations in order to return to work.

## **Training & Policies**

### **Action Taken:**

Givex is pleased to announce that it has achieved compliance in the following areas:

- Ensuring all persons who interact with the public on Givex's behalf, including those who are involved with the development of our organizational policies, are trained on all topics listed in Section 6(2) of the Customer Service Standard;
- Ensuring the completion of accessibility training in the provision of services to our clients by Givex employees is tracked and recorded;
- Implementing a statement of Givex's commitment to meet the accessibility needs of persons with disabilities in a timely manner and in compliance with the Integrated Accessibility Standards under the AODA;
- Publishing a multi-year accessibility plan to the Givex website ([www.givex.com](http://www.givex.com));
- Training our employees on accessibility standards and human rights legislation, as it pertains to people with disabilities;
- Ensure this multi-year accessibility plan is reviewed and updated every five years.



**We would like to hear from you**

We welcome your comments. If you would like to request copies of our accessibility documents or provide us with your feedback regarding accessibility at Givex, please contact us:

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