



## Accessibility Plan

### Message from the President

Birds Canada is committed to treating all people in a way that allows them to maintain their independence and dignity. We believe in integration and equal opportunity. Therefore, we are committed to meeting the needs of people with disabilities in a timely manner, and will do so by planning to avoid barriers to accessibility, removing existing barriers as they are identified, and meeting the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

### Statement of Commitment

Birds Canada strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

### Customer Service

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

Birds Canada has developed and posted a Customer Service Policy and Customer Service Feedback form that are available in other formats, upon request. All feedback received, as per policy, was reviewed and addressed within 10 business days.

Mandatory training was completed by all Ontario employees and volunteers, as well as all active board members. Customer Service Training is a mandatory part of new hires in Ontario. Training is provided in multiple formats. Birds Canada maintains record of completed training.

Birds Canada provides staff (ON), volunteers and board members with training on the AODA requirements as well as training on the Ontario Human Rights Code (with respect to people with disabilities). The training will be appropriate to the duties of the employees, volunteers or other persons. Training is updated and modified as necessary.

## Information and Communications

Birds Canada is committed to meeting the communication needs of people with disabilities. When requested, we will consult with people with disabilities to determine their information and communication needs.

Birds Canada will ensure that existing feedback processes are accessible to people with disabilities upon request.

Birds Canada's new website and content on this site conform to WCAG 2.0, Level A, except where it is impracticable.

Birds Canada will work toward making its website, and all web content, conform to WCAG 2.0, Level AA, by January 1, 2021, except where it is impracticable.

## Accessible Emergency Information

We are committed to providing customers and employees with publicly available emergency information in an accessible format, upon request. Individualized plans are developed for employees requiring accommodations.

## Employment

Birds Canada is committed to fair and accessible employment practices.

Birds Canada will notify the public and internal applicants, that when requested, we will accommodate people with disabilities during the recruitment, assessment and hiring process, where available.

When notified by an employee with a disability, Birds Canada will meet with the employee to provide, or arrange for the provision of accessible formats or communication supports for materials the employee needs to perform their job and information that is generally available to other employees.

Birds Canada will ensure accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes.

Birds Canada has developed an Accommodation Policy that supports the development of individual accommodation plans and return to work policies for employees with accessibility needs.

## For More Information

For more information on this accessibility plan, or for a copy of this plan in an accessible format, please contact Sean Lindsay by phone: 519-586-3531 ext 161, facsimile: 519-586-3532, email: [slindsay@birdscanada.org](mailto:slindsay@birdscanada.org), or by regular mail: P.O. Box 160, Port Rowan, ON NOE 1M0.