

TWR Canada's Accessibility Plan



Hiring

TWR Canada is committed to non-discrimination in our hiring practices and processes. If applicants with disabilities apply for employment, we will make accommodations (as we do with all members of the public with whom we interact, as listed below), in order to provide equal opportunity to these applicants. If we hire an applicant with a disability, we will then in conjunction with that employee develop a written accommodation plan to enable them to complete the required tasks of their position.

Employees with Disabilities Returning to Work

Similarly, when an employee has been absent from work due to a disability and requires a disability-related accommodation to return to work, we will develop in conjunction with them an accommodation plan that enables them to return to work.

Providing Goods and Services to People with Disabilities

TWR Canada is committed to excellence in serving all members of the public including people with disabilities.

Assistive devices

We will ensure that our employees are trained to accommodate assistive devices that may be used by people with disabilities while accessing our services.

Communication

TWR Canada is committed to meeting the communication needs of people with disabilities.

We will communicate and answer any questions people may have in person, by telephone or email. We also provide a website for people to access any of the services offered by our office.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

TWR Canada's Accessibility Plan continued

New Staff Training

Staff will be trained on TWR Canada's Accessibility Plan as well as accessible customer service within 90 days after being hired.

Training will be given to all employees, whether full-time, part-time, or contract persons, who deal with donors or other members of the public on behalf of our organization.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Communicating with supporters over the telephone in clear and plain language and to speak clearly and slowly.

Employees will also be trained when changes are made to the plan.

Feedback process

Supporters who wish to provide feedback on the way TWR Canada interacts or communicates with people with disabilities can email info@twr.ca and/or call the office directly. TWR Canada will respond to all complaints relating to such services in a timely manner.

Modifications to this and other policies

Any policy, practice or procedure of TWR Canada that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

For more information: www.aoda.ca