DISABILITY CAN POUR L'AUTONOMIE | formerly MARCH OF DIMES CANADA anciennement LA MARCHE DES DIX SOUS DU CANADA

MULTI-YEAR ACCESSIBILITY PLAN 2024-2029

Introduction and Message from the CEO/President

March of Dimes Canada (MODC) is a leading national charity committed to championing equity, empowering ability to create lasting, meaningful change to help the more than six million people living with disabilities across the country unlock the richness of their lives. MODC's commitment to an inclusive, barrier-free society for people with disabilities is detailed in our Strategic Plan.

This 2024-2029 Multi-Year Accessibility Plan (MYAP) builds upon our continuous actions to advance accessibility. It outlines initiatives that reaffirm MODC and our subsidiaries' ongoing commitment to advance inclusion for people with disabilities, in compliance with and beyond the Accessibility for Ontarians with Disabilities Act, (AODA) and Accessibility for Manitobans Act (AMA), standards, to advance our Vision.

Statement of Commitment

In alignment with our:

- **Purpose**: Champion Equity; Empower Ability;
- **Vision**: An inclusive, barrier-free society for people with disabilities and;
- **Mission**: To be Canada's leading service provider, resource and advocate, empowering people living with disabilities to live and thrive in communities nationwide,
- **Values:** Client Focus, Collaboration, Accountability and Innovation

and guided by Chief Accessibility and Chief People Officers, MODC will continue to provide inclusive programs, services, employment and volunteer opportunities that respects dignity, advances independence and fosters barrier-free participation of persons with disabilities.

2024-2029 MYAP Initiatives:

The multi-year initiatives set out in this plan continue the foundational work of previous plans and incorporate ongoing actions to advance accessibility.
The initiatives fall under five key areas related to legislative obligations;

- General requirements
- Equitable customer service
- Accessible information and communications
- Inclusive employment
- Barrier-free facilities

DISABILITY CAN
POUR L'AUTONOMIE

MODC's Empowering Community Voices (ECV) Committee is made up of service users living with or caring for a person with a disability. Among other mandates, the ECV Committee provides input on MODC activities that advance our Vision: An inclusive, barrier-free society for people with disabilities. ECV input has been included in our MYAP.

General Requirements – Policies, Training, Accessibility Supports

Accessibility is woven into all that we do. Learn about the numerous programs, services and policies we administer to advance accessibility nationwide.

Our people complete a range accessibility **training** that goes beyond AODA and AMA compliance to advance barrier-free employment, program deign and service provision.

We will continue to include the following commitment on all documents: Our documents can be made available in **alternative formats and/or with communication supports** upon request. Please contact policy@marchofdimes.ca to let us know your needs. We will work with you to provide the information in a way that is accessible for you in a timely manner.

Key Outcome: all MODC activities are designed and delivered from an accessibility lens.

Equitable Customer Service

We serve, connect and empower people living with disabilities to participate fully in life – on their own terms. See our Accessible Customer Service Policy to learn about our commitment to accessibility in the provision our goods, delivery of our services and access to our facilities.

Key outcome: Service users continue to receive barrier-free programs and services that foster dignity and independence.

Accessible Information and Communications

We are dedicated to addressing the needs of people living with a disability as well as their families and caregivers. Our work is grounded in the voices of the people we serve. Our public Accessible Customer Service Policy and people **Accessibility Policy/Framework** detail our approach to accessible information and communications. Learn about our accessible web site and content here.

Key Outcome:
Service users and our people are provided with accessible/digital information and communications that meet and go beyond accessibility legislative requirements to foster full participation.

DISABILITY CAN
POUR L'AUTONOMIE

Inclusive Employment

As a champion for accessibility, we committed in our Strategic Plan to advance employment accessibility in every part of our organization. The people focused Reconciliation, Equity, Accessibility, Diversity and Inclusion (READI) position and Office was established as part of the belief that championing equity and empowering ability starts with investing in our people and enabling a culture where everyone feels a sense of belonging and has the confidence to flourish in an inclusive workplace. People accessibility is a foundational pillar of our **Talent Strategy**, ensuring our people with accessibility needs can flourish in all they aspire to do.

Key Outcome:
Candidates and our people with a range of abilities are supported to thrive in every phase of their employment life-cycle.

Our Careers page communicates our commitment and process for applicants in need of accommodation in any stage of the recruitment process.

Accessibility is promoted at our **Onboarding Program** (staff, volunteers & students) and our people accessibility commitments are regularly communicated via multiple complimentary policies, tools, dedicated communications, trainings, etc. Key initiatives to advance people accessibility include:

- **March of Dimes Canada - Board Equity, Diversity and Inclusion Policy –** articulates MODC's commitment to achieving Board and Standing Committee membership that reflects the community we serve and comprises the broadest range of qualifications, skills, experiences, perspectives, and human identities essential to advancing our mission;
- **Accessibility Policy** provides a framework for compliance with the requirements of the AODA and AMA;
- **People Accessibility Blueprint** – is our roadmap outlining multiple, complimentary actions to weave accessibility in every phase of the employee and volunteer life-cycle, and increase the number of people living with disabilities at MODC;
- **Recruitment and Selection Guide –** provides guidance and articulates our accessibility expectations in our recruitment processes – nationwide
- **Employment Accommodation Policy**, procedure, Leader Guide, Employee FAQ, Infographic and training – goes beyond the AMA and AODA to include students and our large compliment of volunteers, with a goal of advancing inclusion
- **Centralized Accommodation Fund** and Process – reduces barriers to individual departments and permits confidential data collection to address patterns
- **Respectful and Inclusive Workplace Policy**, procedure, tools, training – clarifies commitment, expectations and consequences for breaches related to accessibility/accommodation, discrimination and harassment

- **Employment Equity and Diversity People and Board Policies** and FAQ – communicates our commitment to equity data collection and actions to increase under-representation of equity-deserving groups
- All people documents communicate the availability of **accessible formats**
- Our compliant **accessibility training** is mandatory for our people and participation is tracked. Many complimentary trainings and webinars with a goal of raising awareness about/advancing inclusion are also offered via our Training Catalogue

Barrier-free Facilities

MODC recognizes that built environment barriers are a form of discrimination. In consultation with people living with a disability, we continue to design and construct barrier-free, accessible facilities, public spaces and workspaces.

Key Outcome:

Service users and our people of all abilities can access and feel welcome in our facilities that incorporate inclusive design practices and technologies.

Accountability and Reporting

Accessibility is embedded into MODC's Purpose, Vision, Mission and Values. Beginning in 2024, accessibility goals, objectives and achievements will be included in all MODC leader performance plans to nurture our vision of an inclusive, barrier-free society for people with disabilities.

Conclusion

In collaboration with our service users, partners, supporters and allies, we will continue to create programs and services in which people living with a disability can flourish in all that they aspire to do.

Contact Details

For more information on our accessibility approach, please contact us.

March of Dimes Canada

Office Address: 99 Duncan Mill Rd., North York, ON M3B 1Z2

Phone: 416.425.3463 or Toll Free 1-800-263-3463. Your call will be redirected to the appropriate program manager or director.

Email: https://www.marchofdimes.ca/en-ca

DISABILITY CAN
POUR L'AUTONOMIE

Land Acknowledgement

March of dimes Canada's people are grateful to work and fulfil our Vision on traditional Indigenous territories across Canada. Our head office resides on the traditional territory of the Mississaugas of the Credit, the Anishinaabeg, the Haudenosaunee, and the Wendat Peoples. These lands are covered by Treaty 13 and the Dish with One Spoon Wampum Belt Covenant and are still home to many diverse Frist Nations, Métis, and Inuit People.