Reviewed – November 2026

CHILDREN BELIEVE

AODA – MULTI-YEAR ACCESSIBILITY PLAN

INTENT

This plan is intended to provide the framework to guide the review and development of other Children Believe policies, standards, procedures for providing services to Children Believe donor community and workplace for employees with disabilities. This is guided by the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulations (IASR) and future regulations, as amended.

STATEMENT OF COMMITMENT

It is the plan of Children Believe to provide quality supporter services to each member of our donor community and employees. Children Believe will provide services, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities. The organization is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessible requirements under the Accessibility for Ontarians with Disabilities Act 2005.

I. GENERAL REQUIREMENTS

Requirement	1.1 Establishment of Accessibility Policies	Status	Compliant
Description	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.		
Actions	• The Accessibility policy (3.12.00) was developed and approved. • The Accessibility policy was reviewed and updated in accordance with internal review processes. • Children Believe continues making the Accessibility policy available in an accessible format to customers requesting a copy of the policy.		
Requirement	**1.2 Establishment of Accessibility Plans**	**Status**	**Compliant**
Description	Large organizations shall, (a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and (c) review and update the accessibility plan at least once every five years.		
Actions	• Children Believe established and implemented a multi-year accessibility plan in order to identify and remove barriers and meet its legal requirements. • Children Believe posted the accessibility plans on its internal and external website(childrenbelieve.ca) in an accessible format. • Children Believe will post the update report as required on its website (childrenbelieve.ca) on the progress of the implementation of this plan. • Children Believe will review and update the multi-year accessibility plan at least every five years based on changing accessibility requirements and feedback from internal and external stakeholders.		
Requirement	**1.3 Self-service kiosks**	**Status**	**N/A**
Description	Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.		
Actions	Not applicable at this time.		
Requirement	**1.4 Training**	**Status**	**Compliant**
Description	Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.		
Actions	• All Children Believe employees have taken the required AODA trainings. • AODA trainings including (1) AODA Customer Service Standards Training; (2) IASR: Information and Communications Standards and Employment Standards Training and; (3) Understanding Human Rights Training (AODA) are part the onboarding/orientation process. • Mandatory training continues to be provided to all new employees and all training records will be kept. • Organization-wide training compliance check report is run as needed.		

II. INFORMATION AND COMMUNICATIONS STANDARDS

Requirement	2.1 Feedback	Status	Compliant
Description	Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.		
Actions	• Children Believe implemented the accessible customer service feedback process. Feedback can be provided in multiple formats including in person, phone (1-800-263-5437), and email (accessibility@childrenbelieve.ca). • Children Believe developed processes to ensure information can be made accessible to people with disabilities upon request . • We are continually improving accessibility of our information and communications by reviewing feedback received to identify accessibility barriers and striving for barrier removal.		

Requirement	2.2 Accessible Formats & Communication Supports	Status	Compliant
Description	2.2.1 Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons.		
	2.2.2 The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.		
	2.2.3 Every obligated organization shall notify the public about the availability of accessible formats and communication supports.		
Actions	• Upon request, Children Believe will provide accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost. • Children Believe will continue to consult with the person making the request in determining the suitability of an accessible format or communication support. • Information has been added to Children Believe' websites to communicate Children Believe's accessible policy including related procedures and guidelines and notify the public about the availability of accessible formats and communication supports.		

Requirement	2.3 Emergency Procedures, Plans or Public Safety Info	Status	Compliant
Description	In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.		
Actions	• Children Believe's emergency preparedness plans are available in a printed format from the Facilities and People & Culture and the information is located around office, visible in communal areas. • Emergency preparedness plans are made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.		

Requirement	2.4 Accessible Websites & Web Content	Status	On Going
Description	Large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.		
Actions	• Children Believe conducted an assessment of childrenbelieve.ca to ensure compliance and adequate accessibility features are available. • Children Believe worked with SiteImprove (web-based software vendor) to identify issues we needed to fix to reach compliance. We have reached compliance on all of the issues. • Children Believe completed all issues in 2023. • Children Believe made its website and web content conform to the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increased to Level AA.		

III. EMPLOYMENT STANDARDS

Requirement	3.1 Recruitment, General	Status	Compliant
Description	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.		
Actions	• All postings to the public-facing careers website include notice about the availability of accommodations, where needed, to support their participation in recruitment processes. All postings include the statement: (a) Children Believe is committed to diversity in the workplace and is an equal opportunity employer. (b) Children Believe is committed to providing workplace accommodations. If you require an accommodation, inform us and we will work with you to meet your needs. • Children Believe continue addressing barriers to recruitment.		
Requirement	**3.2 Recruitment, Assessment or Selection Process**	**Status**	**Compliant**
Description	3.2.1 During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used.		
	3.2.2 If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant‘s accessibility needs due to disability.		
Actions	Job applicants who are selected for an interview and/or testing will be notified that accommodations are available, upon request. Processes have been established to consult with any applicant who requests an accommodation in a manner that takes into account the applicant’s unique abilities.		
Requirement	**3.3 Notice to Successful Applicants**	**Status**	**Compliant**
Description	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.		
Actions	• Children Believe notifies successful applicants regarding its policies for accommodating employees with disabilities when making offers of employment. The employee agreement includes the statement: Children Believe in accordance with our Accessibility Policy, will endeavor to find accommodation solutions and that any needs or accommodation in the workplace will be managed in accordance to the principles of dignity,		

	individualization and inclusion working in a spirit of cooperation in the accommodation process. Should you have any questions or require accommodation, please email: accessibility@childrenbelieve.ca for assistance or contact People & Culture.		
Requirement	**3.4 Informing Employees of Supports**	**Status**	**Compliant**
Description	3.4.1 Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.		
	3.4.2 Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.		
	3.4.3 Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.		
Actions	• Children Believe developed the Accessibility policy (3.12.00) outlining the supports available to employees who required accommodations to perform their job on employee supports. The updated policy can be found at the staff Intranet (weBelieve). • Children Believe will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur. • The new hire welcome message includes the statement: Children Believe is committed to providing a safe and accessible work environment to all employees. As such, should you require any special accommodation due to a disability such as special training or the use of assistive devices, please advise us as soon as possible so that we can try to accommodate your needs as best as we can. • Children Believe continues to accommodate employees.		
Requirement	**3.5 Accessible Formats & Communication Supports for Employees**	**Status**	**Compliant**
Description	3.5.1 In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, (a) information that is needed in order to perform the employee's job; and (b) Information that is generally available to employees in the workplace.		
	3.5.2 The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.		
Actions	• Upon request of an employee with a disability, Children Believe will consult with the employee to provide, or arrange for the provision of accessible formats and communication supports for information that is needed to perform his/her job, and information that is generally available to employees in the workplace. • Children Believe will consult with the employee making the request to determine the best way to provide the accessible format or communication support. • All compliance courses are providing caption notes.		
Requirement	**3.6 Workplace Emergency Response Information**	**Status**	**Compliant**

Description	3.6.1 Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee‘s disability.		
	3.6.2 If an employee who receives individualized workplace emergency response information requires assistance and with the employee‘s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.		
	3.6.3 Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee‘s disability.		
	3.6.4 Every employer shall review the individualized workplace emergency response information, (a) when the employee moves to a different location in the organization; (b) when the employee‘s overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies.		
Actions	• Where required, Children Believe will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee. • This information will be reviewed when: (a) The employee moves to a different physical location in the organization; (b) The employee's overall accommodation needs or plans are reviewed; and/or (c) Children Believe reviews general emergency response policies.		
Requirement	**3.7 Documented Individual Accommodation Plans**	**Status**	**Compliant**
Description	3.7.1 Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.		
	3.7.2 The process for the development of documented individual accommodation plans shall include the following elements: (a) The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. (b) The means by which the employee is assessed on an individual basis. (c) The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer‘s expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved. (d) The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. (e) The steps taken to protect the privacy of the employee‘s personal information. (f) The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. (g) If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. (h) The means of providing the individual accommodation plan in a format that takes into account the employee‘s accessibility needs due to disability.		

Actions	Children Believe will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.		
Requirement	**3.8 Return to Work Process**	**Status**	**Compliant**
Description	3.8.1 Every employer, other than an employer that is a small organization, (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability- related accommodations in order to return to work; and (b) shall document the process.		
	3.8.2 The return to work process shall, (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as part of the process.		
	3.8.3 The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.		
Actions	• Children Believe maintains a Return to Work process which details the specific plans for employees returning to work following a disability related absence and who require accommodation to return. • The Return to Work process outlines the steps Children Believe will take to facilitate the return to work and include documented individual accommodation plans as part of the process. • The Return to Work process does not replace or override any other return to work process required by other statute.		
Requirement	**3.9 Performance Management**	**Status**	**Compliant**
Description	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.		
Actions	• Children Believe will consider the accessibility needs of employees with disabilities when implementing performance management processes. The process and schedule for Children Believe's Performance Management Program include the statement: (a) Children Believe is committed to meeting the needs of people with accessibility requirements in a timely manner, and will do so by identifying and working to find solutions to workplace barriers to accessibility (b) Please inform your Manager and People & Culture if you require accommodation, in relation to the materials or processes used during the performance management process, or if you want more information on our accommodation policies • Individual accommodation plans will be consulted, as required.		
Requirement	**3.10 Career Development & Advancement**	**Status**	**Compliant**
Description	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.		
Actions	• Children Believe will consider the accessibility needs of employees with disabilities when offering career development or advancement opportunities.		

	• Individual accommodation plans will be consulted, as required.		
Requirement	**3.11 Redeployment**	**Status**	**Compliant**
Description	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.		
Actions	Children Believe will review and update of current transfer and redeployment practices and processes to ensure accommodation plans are referenced.		
IV-1. DESIGN OF PUBLIC SPACES STANDARDS			
Requirement	**4-1 Accessible Public Spaces**	**Status**	**Compliant**
Description	4-1.1 Obligated organizations shall meet the requirements set out in this Part in respect of the following: (a) All newly constructed service counters and fixed queuing guides. (b) All newly constructed or redeveloped waiting areas.		
	4-1.2 For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors.		
	4-1.3 When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space. For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.		
Actions	• Children Believe shall comply with the requirements set out in the IASR - The Design of Public Spaces Standards when undertaking new construction and renovations of Children Believe public spaces at our Markham Ontario Canada premises in the following areas: (a) Accessible Parking (b) Accessible entrance & exits with ramps (c) Outdoor space for staff use or recreation in summer • Children Believe will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. • Children Believe will continue to provide accessible seating space in the waiting area where an individual using a mobility aid can wait.		
IV-2. CUSTOMER SERVICE STANDARDS			
Requirement	**4-2.1 Establishment of Policies**	**Status**	**Compliant**
Description	4-2.1.1 Every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.		
	4-2.1.2 The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles: (a) The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. (b) The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.		

	(c) Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities. (d) When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability		
	4-2.1.3 Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.		
	4-2.1.4 Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection 4-2.1.3. are available on request.		
	4-2.1.5 The notice required in this section may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.		
Actions	• Children Believe is committed to excellence in serving our diverse user community, including persons with disabilities, and we will carry out our service goals of anticipating information and service needs related to Children Believe' goals in providing hope for children and communities. • The Accessible Policy including Customer Service Standard is published on our website.(childrenbelieve.ca) • Information and services are provided in a manner that respects the dignity and independence of persons with disabilities. • The provision of information or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the information or services. • Children Believe is committed to providing accessible material or invoices to all our supporters. For this reason, Children Believe material or invoices will be provided in alternative formats upon request. • Children Believe will communicate to people with disabilities in ways that take into account their disability. We will train our service staff on how to interact and communicate with our diverse user community and people with various types of disabilities.		
Requirement	**4-2.2 Use of Service Animals and Support Persons**	**Status**	**Compliant**
Description	4-2.2.1 If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.		
	4-2.2.2 If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.		
Actions	• Any person with a disability who is accompanied by a service animal or by a support person will be allowed to ensure our Markham Ontario Canada's premises with their service animal and support person and service. At no time will a person with a disability who is accompanied by a service animal or support person be prevented from having access to his or her service animal and/or support person on our premises.		
Requirement	**4-2.3 Notice of Temporary Disruptions**	**Status**	**Compliant**

Description	4-2.3.1 If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.		
	4-2.3.2 Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.		
Actions	• Children Believe will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. We will not be able to give adequate notice in case of an emergency temporary disruption. • In order to make information accessible, signs and printed notices should be clearly laid out, of sufficient size and easily readable. • The signs and printed notices will be displayed prominently at the entrance to Children Believe, on notice-boards and at side entrances.		
Requirement	**4-2.4 Training for Staff**	**Status**	**Compliant**
Description	4-2.4.1 Every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities: (a) Every person who is an employee of, or a volunteer with, the provider. (b) Every person who participates in developing the provider's policies. (c) Every other person who provides goods, services or facilities on behalf of the provider.		
	4-2.4.2 The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters: (a) How to interact and communicate with persons with various types of disability. (b) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. (c) How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. (d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.		
	4-2.4.3 Every provider shall also provide training on an ongoing basis in respect of any changes to the policies.		
	4-2.4.4 Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.		
Actions	• Children Believe has taken the following steps to ensure employees are provided with the training needed to meet current standards and legislation: (a) Provide training resources in an accessible format that takes into account the accessibility needs of a person with a disability. The trainings are including (1) AODA Customer Service Standards Training; (2) IASR: Information and Communications Standards and Employment Standards Training and; (3) Understanding Human Rights Training (AODA) (b) Ensure new employees and volunteers complete training within 30 days of employment or placement (c) Provide training on an ongoing basis in respect of any changes to the policies		

	(d) Keep and maintain a database of the training participant's names and dates of completion • Children Believe is committed to providing fully accessible telephone service to all customers. We will train Children Believe staff to communicate with supporters and suppliers over the telephone in plain language and to speak clearly. We will also make our staff familiar with telephone technologies intended for people with disabilities. • Children Believe is committed to serving people with diverse disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our supporter services employees are trained in the use of the various assistive devices provided by Children Believe, for customers with disabilities while accessing our materials and services. • We will also ensure that employees know how to use available assistive devices intended for supporter and supplier use.		
Requirement	**4-2.5 Feedback Process**	**Status**	**Compliant**
Description	4-2.5.1 Every provider shall establish a process for receiving and responding to, (a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and (b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection		
	4-2.5.2 The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.		
	4-2.5.3 Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.		
	4-2.5.4 Every provider shall make information about the feedback process readily available to the public.		
	4-2.5.5 Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.		
Actions	• A process is in place to ensure that all feedback collected from donors, staff or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken. • Children Believe will continue to use the accessible feedback mechanisms as a means for improving services to persons with different abilities.		
Requirement	**4-2.6 Formats of Documents**	**Status**	**Compliant**
Description	4-2.6.1 If a provider is required by this part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (a) in a timely manner that takes into account the person's accessibility needs due to disability; and (b) at a cost that is no more than the regular cost charged to other persons.		
	The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.		
Actions	• Upon request, Children Believe will provide accessible formats and communication supports for persons with disabilities in a timely manner and at no extra cost. • Children Believe will continue to consult with the person making the request in determining the suitability of an accessible format or communication support.		

COMMUNICATION OF MULTI-YEAR ACCESSIBILITY PLAN

Children Believe's AODA Multi-Year Accessibility Plan will be posted on the organization's website and staff Intranet(weBelieve). Alternative formats will be made available upon request.

We welcome your inquiries and feedback about accessibility and our efforts at meeting the AODA and the IASR. If you have any questions or feedback regarding the plan, please contact us by:

- **Email:** accessibility@childrenbelieve.ca
- **Phone:** 1-800-263-5437
- **Address**
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  Markham, ON L3R 6H3