

Forward:

Fedcap was founded in the United States in 1935 by three post-war veterans that returned to the country with disabilities. We have been at the forefront of innovation for nearly 90 years-serving and designing ways to improve outcomes for those from marginalized communities. Our mission then and now was to improve the economic well-being of those with barriers to work.

Fedcap Canada was established to serve as a Service System Manager in support of Ontario's Employment Service Transformation initiative. Key to this work is providing services and wrap around supports to people with disabilities and individuals in receipt of the Ontario Disability Support Program (ODSP) whose goal is sustainable employment. Both as an organization and as a network of employment service providers, we work to maintain comprehensive knowledge of the current issues facing Ontarians with disabilities and encourage innovative solutions when helping jobseekers overcome barriers to employment. This foundation sets the stage for our commitment to championing inclusion at every opportunity.

There is always more to do when it comes to accessibility. I'm proud of the work done so far at Fedcap Canada and look forward to being leaders in this space in the years to come.



Shanthi Rajaratnam
Vice President, Fedcap Canada

Statement of Commitment

Fedcap Canada is built upon the four values of Excellence, Service, Accountability, and Action. These are not just words, but more a heartbeat that drives our interactions with those we work with and support on a daily basis. Our mission is to deliver life-changing, sustainable differences for individuals and families and improve their economic wellbeing through work. To do this, we respect the communities we serve, the individuals we support and the uniqueness of their challenges. We are committed to removing barriers to employment and providing opportunities for people with disabilities to work for us, access our services, and communicate with us in ways that meet their needs.

Commitments, Past Achievements, and Forward Plans to Remove and Prevent Barriers

Fedcap Canada adheres to the AODA in all areas of its work. Here are the actions Fedcap Canada has taken so far to uphold the requirements of the AODA and its Integrated Accessibility Standards Regulation (IASR).

Training

All Fedcap Canada staff complete AODA training as soon as practicable after becoming employed. The training is provided by the Canadian Centre for Occupational Health and Safety (CCOHS) and was developed in collaboration with accessibility experts from the Canadian National Institute for the Blind (CNIB), March of Dimes, and The Canadian Hearing Society. It covers the requirements of the AODA and the Ontario Human Rights Code as it pertains to persons with disabilities, and includes the following topics:

- All elements of the IASR, including the Customer Service Standards, the Employment Standards, the Information and Communication Standards, the Transportation Standards, and the Design of Public Spaces Standards.
- How to interact and communicate with people with various disabilities
- Barriers people with disabilities can face in the workplace
- Implementing accessibility policies and plans

We maintain records of our AODA training compliance, including the certificates of completion for each individual and the dates on which the training was completed.

In addition, we provide all our staff with Equity, Diversity, and Inclusion training as soon as practicable after they are hired. This training includes considerations for enhancing equity and inclusion for employees with disabilities in the workplace.

Fedcap Canada is also committed to providing training to our Service Providers to help them better support jobseekers with disabilities. For example, since 2021 we have been partnering with PATH Employment to provide our network of Service Providers with training on supporting jobseekers with different disabilities. This has included education on common barriers to employment faced by people with disabilities, various assistive devices, and strategies for working effectively with people with disabilities.

Forward Plan:

- We will extend our organization's accessibility training by partnering with organizations that advocate on behalf of people with disabilities to further strengthen our commitment to attracting, hiring, and retaining people with disabilities at Fedcap Canada. This training will focus on enhancing our Supervisory, Management and Director level knowledge and understanding of accessible employment practices, including working directly with and managing people with disabilities and to support and honour independence in the workplace.

Customer Service

Fedcap Canada is committed to compliance with the AODA Customer Service Standards.

The AODA training we provide to all staff includes the requirements of the Customer Service Standards, as well as education on assistive devices, service animals and support persons, and best practices for how to communicate with customers with different types of disabilities. Moreover, the requirements of the Customer Service Standards are reflected in our Accessibility Policy and the Fedcap Canada Employee Manual.

Fedcap Canada welcomes the accompaniment of service animals and support persons as well as the use of personal assistive devices when accessing our services or facilities. Additionally, in the event of a planned or unexpected disruption to services or facilities typically used by people with disabilities, Fedcap Canada will promptly post a notice of disruption. For example, if an accessible washroom is closed, we will post a notice on the door to the washroom.

On our website, Fedcap Canada informs the public that any public-facing documents are available in accessible formats or with communication supports upon request. When a request for a document is made, we will consult with the person to determine the suitability of the format or communication support. We will provide the requested accessible-format document promptly and at no additional cost to the individual.

Fedcap Canada invites feedback on how we provide accessible customer service. To ensure the feedback process is accessible, we will provide or arrange for accessible formats and communication supports on request. Fedcap Canada is committed to responding promptly to this feedback, and to work to remove identified barriers for people with disabilities in our service delivery.

Forward Plan:

- In addition to the mandatory training currently taken by all Fedcap Canada staff per AODA requirements, additional Accessible Customer Service training will be provided for all Fedcap Canada staff who interact with members of the public. Training will focus on delivering an inclusive experience for all customers including those with disabilities.

Information and Communications

Fedcap Canada is committed to compliance with the AODA Information and Communications Standards.

Our website (www.fedcapcanada.org) meets Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements. It also includes additional accessibility features that can be easily switched on or off by visitors to the website, including increasing text size, greyscale, high or negative contrast, light background, and underlined links. Our website also includes both our Accessibility Policy and Multi-Year Accessibility Plan, with a notice of the availability of accessible formats for each.

Fedcap Canada commits to communicating with people with disabilities in ways that consider their disability and their preferred methods of communication. When requested, we will provide information about our organization and its services in accessible formats or with communication supports. This includes emergency and public safety information, such as brochures or evacuation plans.

We prioritize accessibility when creating documents, digital resources, training materials, and other content. On an ongoing basis, we gather feedback, conducting research, and attend training sessions to ensure that we are staying up-to-date on current best practices and tools for creating accessible content.

Forward Plan:

- Fedcap Canada will develop a Digital Accessibility Policy to further support our commitment to ensuring that all digital tools and services delivered by Fedcap Canada are accessible to all.

Employment

Fedcap Canada is an equal-opportunity employer and warmly welcomes people with disabilities to join our diverse team of professionals. We strive to create an inclusive environment for employees with disabilities so that they may fully participate in all aspects of the workplace. To do this, we follow the accessible Employment Standards of the AODA.

Barring undue hardship, Fedcap Canada will provide reasonable accommodations to interested applicants and employees with disabilities upon request, prioritizing respect for the dignity of the person, privacy, and individualization based on each person's unique needs. Fedcap Canada job postings include a statement welcoming applicants with disabilities and informing potential candidates that accommodations are available upon request during the hiring process. Additionally, offers of acceptance will notify new hires of our Accessibility Policy, where they can find information on the accommodation request process. Please see Fedcap Canada's Accessibility policy for more information on the process, as well as our Individual Accommodation Plans, Accessible Emergency plans, and considerations for Performance Management and Career Development for employees with disabilities.

While Fedcap Canada does not own the buildings where its offices are located, it is committed to ensuring accessibility features of the built environment are there for people who need them, whether staff, members of our Service Provider Network, or the public. In 2023, Fedcap Canada made several additions and changes to enhance accessibility in our head office, including adding an automatic door opener to the staff kitchen, free parking for employees in the building's on-site parking lot (which includes accessible spots), and a new rescue stretcher to be used as needed in case of emergency evacuation for someone with a mobility disability.

Fedcap Canada also started an Equity, Diversity, and Inclusion Committee in 2023, allowing for greater staff participation and feedback towards enhancing EDI in our workplace. This will include discussion and initiatives to make Fedcap Canada more accessible for employees with disabilities.

Forward Plan:

- Fedcap Canada will complete an analysis of all Exit Interviews to identify any trends that could be creating a barrier to retaining employment for people with disabilities.
- Fedcap Canada will continue to review and revise both internal and external recruitment processes and hiring communications to maximize engagement with people with disabilities.

If you would like a copy of this or other documents in an accessible format, or if you have feedback on how we can enhance accessibility at Fedcap Canada, please direct your comments to contact.us@fedcapcanada.ca or call (289) 246-9063.