

Multi-Year Accessibility Plan.

jack.org

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Jack.org Multi-Year Accessibility Plan

Introduction

Message from the CEO, Rowena Pinto

At Jack.org, our vision is a world where youth are mentally healthy, not in distress. This vision is rooted in the values of diversity, equity, inclusion, and accessibility. Our AODA Multi-Year Plan exemplifies our commitment to breaking down barriers and fostering inclusivity across the board. How we execute on our strategy and everything that we do is guided by strategic imperatives, emphasizing intentional inclusion and the conviction that community thrives when everyone belongs.

AODA compliance represents just one step our organization is committed to taking. As outlined in our Multi-Year Plan, Jack.org is not merely meeting but exceeding the standards of AODA compliance. We aspire to go beyond, actively working to make our workplace and programs even more accessible.

Acknowledging the intersectionality of identities that youth with mental health struggles often have and understanding how this affects their mental health is at the heart of our approach. While our commitment to accessibility extends universally, we recognize the unique challenges faced by individuals with intersecting identities. The same principles that steer our approach to youth mental health shape our strategy for accessibility. From digital platforms to physical spaces, our approach transcends mere compliance; it's about creating an environment where everyone, with their diverse backgrounds and identities, can fully participate, contribute, and thrive.

I take immense pride in the strides and actions our organization has taken, and I eagerly anticipate the transformative work that lies ahead. Together, we are weaving a tapestry of inclusivity into the very fabric of Jack.org, fostering a future where our employees, donors, volunteers, partners, and the youth we serve all thrive.

Thank you,
Rowena Pinto
President & CEO
Jack.org

Jack.org's Commitment

Jack.org is committed to providing a safe, dignified, and welcoming environment for everyone. We are committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and all applicable accessibility and human rights legislation in areas of Jack.org operation throughout Canada. We are committed to providing accessible and inclusive programs, services, goods, information, and facilities, wherever possible. Jack.org strives to meet the principles of dignity, independence, integration, and equality of opportunity in all of our operations.

Objective

This document outlines Jack.org's commitment to an accessible and inclusive environment, as per our Multi-Year Accessibility Plan from March 2021 to December 2026. Rooted in diversity, equity, and inclusion, our objective goes beyond AODA compliance. Building on AODA work completed in March 2021 and comprehensive reviews in December 2023, we aim to continually enhance accessibility across our workplace, programs, and services.

Our objective is to actively surpass AODA standards, creating an environment that transcends compliance. The plan reflects our ongoing dedication to meeting and exceeding IASR requirements and outlines explicit actions for the next three years, including policy reviews, procedure enhancements, and ongoing accessibility audits.

Responsible Parties

Jack.org: As the obligated organization.

EDI Consultant: For consultation and feedback.

People & Culture Team: For policy writing and implementation, facilitation of staff training and awareness.

Managers: To implement and maintain accessibility initiatives within their respective departments.

Staff: For consultation and feedback.

Policies and Procedures

Actions Completed:

March 2021

- Created, implemented, and published accessibility policies.
- Developed and implemented procedures for accessible customer service, information and communication, employment practices, and public space design.

July 2021

- Implemented an Employee Wiki (Employee Self-Service Hub) to provide convenient access to pertinent policies and information for all staff.

December 2023

- Reviewed and updated existing accessibility policies to align with IASR requirements.

Actions Planned:*Ongoing*

- Conduct annual reviews to ensure policies are current and in compliance with any changes in IASR standards.
- Enhance procedures continually to ensure comprehensive accessibility in all aspects of operations.
- Stay vigilant regarding any changes to legislation, promptly integrating necessary adjustments to maintain compliance.

Training

Actions Completed:*February 2021*

- Provided accessibility training to all current employees with a focus on AODA principles and the duty to accommodate.
 - 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
 - A review of the purposes of the Act and the requirements of this Part and instruction about the following matters:
 - How to interact and communicate with persons with various types of disability.
 - 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.
 - 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.
 - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.
- Implemented AODA training to new employee onboarding

December 2023

- Implementation of specialized training for policy creation and implementation personnel.

Actions Planned:*Ongoing*

- Implement periodic refresher courses to keep employees abreast of the latest accessibility practices.
- Expand training modules to deepen understanding of diverse disability-related needs.

Information and Communication

Actions Completed:

March 2021 - December 2023

- Conducted an audit of current information and communication practices, addressing identified barriers.
- Prepared to offer accessible formats and communication support upon request.
- Ensured all new information and communication technology is accessible to individuals with disabilities.
- Provided training to staff on creating and maintaining accessible content.

Actions Planned:

Ongoing

- Periodically review and update communication practices to ensure ongoing compliance.
- Proactively identify potential barriers and implement solutions for continuous improvement.
- Regularly review and update technology solutions to ensure ongoing compliance.
- Expand training programs to include advanced accessibility topics and emerging technologies.

Employment Standards

Actions Completed:

March 2021

- Created, implemented, and published necessary policies and procedures

December 2023

- Reviewed and updated employment practices to align with IASR Employment Standards.
- Established a process for accommodating employees with disabilities, including return-to-work plans.

Actions Planned:

Ongoing

- Regularly review and update accommodation processes to reflect evolving best practices.
- Explore additional ways to support employees with disabilities in the workplace.

Design of Public Spaces

Actions Completed:

December 2022 - December 2023

- Conducted an internal accessibility audit of our office space, despite Jack.org not meeting the definition of a public space, addressing identified barriers.
- Developed and implemented plans for making office facilities accessible.

Actions Planned:

Ongoing

- Implement an ongoing schedule for accessibility audits to address any new barriers.
- Explore opportunities to enhance accessibility beyond mandatory standards.

Procurement

Actions Completed:

March 2021

- Updated procurement policies to include accessibility considerations.

Actions Planned:

Ongoing

- Periodically review and update procurement policies to align with evolving accessibility standards.
- Collaborate with suppliers to ensure accessibility considerations are integrated into the procurement process.
- Embed an equity, diversity, and inclusion lens into procurement practices.

Customer Service Standards

Actions Completed:

March 2021

- Created, implemented, and published necessary policies and procedures

December 2023

- Reviewed and updated customer service policies to align with IASR Customer Service Standards.
- Developed a process for receiving and responding to feedback on accessibility.

Actions Planned:

Ongoing

- Establish mechanisms for continuous improvement based on customer feedback.
- Explore innovative ways to enhance the overall customer service experience for individuals with disabilities.

Compliance Reporting

Actions Completed:

March 2023

- Completed an internal compliance audit, identifying compliance gaps and stretch opportunities.

December 2023

- Compiled a summary of actions taken to comply with the IASR and AODA.

Actions Planned:

Ongoing

- Ensure timely submission of the Accessibility Compliance Report to the Accessibility Directorate of Ontario.

Monitoring and Review

Actions Completed:

- Review completed in March 2021.
- Recent review completed in December 2023.
- Established a systematic schedule for reviewing and updating accessibility policies and procedures every three years.

Actions Planned:

- Next review planned for December 2026.

Ongoing

- Conduct ongoing accessibility audits and review of feedback to identify and address emerging barriers.

Conclusion

Jack.org remains steadfast in its dedication to fostering a culture of accessibility and inclusion. This dynamic Multi-Year Accessibility Plan, spanning from March 2021 to December 2026, is designed to meet all IASR requirements and outlines explicit actions planned over the next three years. It reflects our ongoing commitment to removing barriers and exceeding standard expectations in creating a more accessible and inclusive environment.