

2014

The Salvation Army Canada and Bermuda Territory Policy & Multi-Year Accessibility Plan



Accessibility in Ministry

Unlocking the Barriers

People with disabilities who are **Salvation Army customers, clients or congregants** receive goods and services in a timely manner.

People with disabilities who are **Salvation Army Officers or Employees** participate fully and meaningfully in services, officership and employment.

Information and communications are available in accessible formats to Salvation Army staff and customers, clients and congregants.

Salvation Army staff are able to **identify barriers to accessibility** and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.

There is greater accessibility into, out of and around **Salvation Army facilities and public places**.



Policy Statement on Accessibility

Organizational Statement of Commitment on Accessibility

The Salvation Army is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are 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 accessibility requirements.

Communication, Feedback and Customer Service

The Salvation Army is committed to providing excellent customer service to all persons, including people with disabilities.

The Salvation Army's staff will communicate with people with disabilities in ways that take into account their disability. The Salvation Army also provides an accessible customer service feedback process.

Use of Service Animals, Assistive Devices and Support Persons

The Salvation Army welcomes people with disabilities who are accompanied by a service animal or assistive device. Workers in Ontario dealing with the public will be trained on how to interact with people with disabilities who are accompanied by a service animal or assistive device.

The Salvation Army welcomes people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Salvation Army's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Multi-Year Plan

Ministry Unit and Organizational Commitment: Information and Communications

The Salvation Army is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communications needs. The Salvation Army will take the necessary steps to make all new websites in Ontario and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

Ministry Units: Accessible Emergency Information and Service Disruptions

The Salvation Army is committed to providing the customers and clients with information about service disruptions. We will also provide staff with disabilities with individualized emergency response information as required.

Ministry Units and Human Resources: Employment

The Salvation Army is committed to fair and accessible employment practices.

We take steps to notify the public and staff that, when requested, The Salvation Army can accommodate people with disabilities during the recruitment process.

The Salvation Army has developed and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability or workplace injury. In addition, The Salvation Army has developed mechanisms that take into account an employee's disabilities when using performance management and career development processes.

Various Salvation Army departments and ministry units will take steps to prevent and remove other accessibility barriers identified following an Accessibility Audit.

Ministry Units and Human Resources: Training

The Salvation Army provides training to staff and volunteers in Ontario on accessibility as it relates to people with disabilities. Training is provided in a way that best suits the duties of staff and/or volunteers.

The Salvation Army will ensure all staff is provided with the training needed to meet requirements under the Ontarians with Disabilities Act.

Ministry Units and Property Department: Design of Public Spaces

The Salvation Army will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces in Ontario. Such public spaces may include:

- Outdoor play spaces, such as playgrounds in day cares, camps and churches
- Outdoor paths of travel, such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Various Salvation Army departments and ministry units will take steps to prevent and remove other accessibility barriers identified following an Accessibility Audit.

For more information on this accessibility plan, please contact [name of person] at:

Phone:

Email:

Accessible formats of this document are available free upon request from:

What results look like

Key Outcomes	Operational Approach	Deliverables and Timelines		
		2009-2012	2013	2014-2016
<p>People with disabilities who are Salvation Army customers, clients or congregants receive goods and services in a timely manner.</p> <p>People with disabilities who are Salvation Army Officers or Employees participate fully and meaningfully in services, officership and employment.</p> <p>Information and communications are available in accessible formats to all Salvation Army staff and customers, clients and congregants.</p> <p>Salvation Army staff are able to identify barriers to accessibility and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.</p>	<p>Salvation Army Inclusion Lens builds accessibility into new and refreshed policies, programs and ministry in Ontario.</p>	<p>Salvation Army Inclusion Lens applied to human resources, new policies, programs and ministry in Ontario.</p>	<p>Accessibility criteria built into decision-making, project management, technology infrastructure, IT and training in Ontario.</p>	<p>Inclusion Lens applied to all policies and practices. Accessibility is part of all Salvation Army ministry and business in Ontario.</p>
	<p>Accessibility In Ministry is a new initiative to ensure accessibility is considered first in all core Salvation Army ministry and business.</p>	<p>Accessible Customer Service is applied in all ministry units in Ontario. Staff trained on accessible customer service. Best practices on employment accommodation and Return to Work implemented.</p>	<p>Accessibility In Ministry is launched. Staff in Ontario trained on accessibility. Accessible formats and communications guidelines produced. Accessibility Expos are planned for Ontario divisions annually.</p>	<p>Communications, websites, technology solutions and documents employ accessibility best practices. Better accommodation for officers and employees with disabilities. Accessibility Expos are held in Ontario divisions annually.</p>
	<p>Accessibility is an organizational priority advanced by strong leadership, communications, partnerships and consulting with persons with disabilities.</p>	<p>Inclusion and accessibility built in to business planning and organizational leadership.</p>	<p>Divisional Commanders in Ontario are accountable for Divisional Accessibility Annual Plans and efforts to remove and prevent barriers. Appropriate consultation</p>	<p>Ontario Divisions continue to publish annual accessibility plans to remove and prevent barriers. Ministry Unit Management have accessibility performance commitments. Ongoing consultation with</p>

<p>There is greater accessibility into, out of and around Salvation Army facilities and public places.</p>			<p>strategies in place to engage persons with disabilities.</p>	<p>persons with disabilities.</p>
	<p>Accessible Facilities through new builds, major retrofits and future lease agreements.</p>	<p>Increased awareness of barrier-free guidelines for new builds, major retrofits and lease agreements in Ontario</p>	<p>Continue to develop strategies for addressing infrastructure barriers.</p>	<p>The Salvation Army ready to implement requirements of AODA built environment regulation.</p>