



# WCNA Multi-year Accessibility Plan



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## Message from Brendan Gleeson, Group CEO, White Clarke Group

[https://www.whiteclarkegroup.com/accessibility?lang=en\\_us](https://www.whiteclarkegroup.com/accessibility?lang=en_us)

Here at White Clarke Group we celebrate multiple approaches and viewpoints and we believe diversity drives innovation. We have a culture where difference is valued. We are always growing our network of people, programs and tools all designed to help employees grow and manage their careers in an accessible environment. White Clarke Group strives at all times to provide services and opportunities in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to benefit from the same services and opportunities, in the same place and in a similar way as others. White Clarke Group is committed to welcoming people with disabilities with respect to recruitment, employment, training, career development and career progression.

### Statement of Commitment to Accessibility

White Clarke North America (“WCNA”), a subsidiary of the White Clarke Group is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* (“AODA”), and its associated standards and regulations.

WCNA understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, WCNA is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact our Human Resource department at [hr@na.whiteclarkegroup.com](mailto:hr@na.whiteclarkegroup.com).

## Introduction

WCNA strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps WCNA is taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how WCNA will play its role in making Ontario an accessible province for all Ontarians.

## Section One: Past Achievements to Remove and Prevent Barriers

### Customer Service

WCNA created and published an AODA Integrated Accessibility Standards Regulation (IASR) Customer Service Standards Policy.

### Information and Communications

WCNA created and published an AODA Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy

#### Accessible Website and Web Content

[https://www.whiteclarkegroup.com/accessibility?lang=en\\_us](https://www.whiteclarkegroup.com/accessibility?lang=en_us)

We are committed to providing access to this website universally. To meet this commitment, this website adheres as closely as possible to the Web Accessibility Guidelines, published by the W3C group, and as such endeavours to meet guidelines in the Disability Discrimination Act (1995).

Fonts, text sizes and colour are set with the use of Cascading Style Sheets (CSS) and can be overridden with your own preferred style sheet. Current methods for making these changes can be found in your browser help file.

It is also possible to increase or decrease the size of the text appearing on the site. This can be achieved by holding down the 'Ctrl' key (for Windows), or 'Cmd' key (for Apple Mac), then pressing + or - to alter the font size up or down respectively.

### Employment

WCNA created and published an AODA Integrated Accessibility Standards Regulation (IASR) Employment Policy.

WCNA reviewed and updated the recruitment process to make sure that we provide for accessibility across all stages of the employment life cycle. On our career site ([https://www.whiteclarkegroup.com/careers/vacancy?lang=en\\_us](https://www.whiteclarkegroup.com/careers/vacancy?lang=en_us)) in our job postings we inform candidates that WCNA welcomes and encourages applications from people with disabilities and that accommodations are available on request for candidates taking part in all aspects of the selection

process. WCNA Employment Offer letters templates have been updated as well to inform new staff that WCNA has an accommodation process in place and provides accommodations for employees with disabilities. If they require a specific accommodation because of a disability or a medical need, to contact the HR representative, so that arrangements can be made for the appropriate accommodations to be in place before they begin employment.

In addition, we inform our employees that we have an accommodation process in place and provides accommodations for employees with disabilities during our Performance Management process.

## Training

AODA training to every employee of or a volunteer with WCNA. WCNA has kept a record of training that includes the dates training was provided and the number of employees who attended the training.

## Section Two: Strategies and Actions

WCNA will continue implementing projects and programs between now and 2021 to meet the requirements of the Accessibility for Ontarians with Disabilities Act and to remove and prevent barriers to people with disabilities.

### Customer Service

WCNA is committed to providing accessible customer service to people with disabilities. This means that we will provide services to people with disabilities with the same high quality and timeliness as others.

WCNA AODA Integrated Accessibility Standards Regulation (IASR) Customer Service Policy will be reviewed regularly to ensure that it is reflective of WCNA's current practices and legislative requirements.

#### Notice of Availability and Format of Documents to Customers

WCNA will notify customers that the documents related to the customer service standards are available upon request and in a format that takes into account the customer's disability.

#### Customer Feedback

WCNA will provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request.

## Information and Communications

WCNA is committed to making our information and communications accessible to people with disabilities.

WCNA AODA Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy will be reviewed regularly to ensure that it is reflective of WCNA's current practices and legislative requirements.

## Employment

WCNA is committed to fair and accessible employment practices. WCNA will continue proactively removing barriers in order to create a workplace that is accessible and which allow employees to reach their full potential.

WCNA AODA Integrated Accessibility Standards Regulation (IASR) Employment Policy will be reviewed regularly to ensure that it is reflective of WCNA's current practices and legislative requirements.

## Training

WCNA is committed to continue providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Training will be provided to new employees, volunteers, agents, and contractors as part of the WCNA induction process. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

## Other

WCNA will review and update its accessibility plan once every five (5) years and will establish, review and update our accessibility plans in consultation with persons with disabilities. Annual status reports will be prepared that will report on the progress of the steps taken to implement WCNA's accessibility plan. This status report will be posted on our website. If requested, the report will be created in an accessible format.

For more information on this accessibility plan, please contact our Human Resource department at [hr@na.whiteclarkegroup.com](mailto:hr@na.whiteclarkegroup.com).

Our website: [https://www.whiteclarkegroup.com/accessibility?lang=en\\_us](https://www.whiteclarkegroup.com/accessibility?lang=en_us)

Standard and accessible formats of this document are free on request at [hr@na.whiteclarkegroup.com](mailto:hr@na.whiteclarkegroup.com).

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