

MASTERCARD FOUNDATION

MULTI-YEAR ACCESSIBILITY PLAN

1.01 Purpose

This Multi Year Accessibility Plan (hereinafter referred to as the “Accessibility Plan”) outlines the policies and actions that **MASTERCARD FOUNDATION** (hereinafter the “Foundation”) will put into place to improve accessibility and opportunities for people with disabilities in accordance with the provisions of the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and Regulation 191/11, that being the *Integrated Accessibility Standards* Regulation of the AODA (the “Regulation”).

1.02 Statement of Commitment

The Foundation strives to ensure an accessible environment for all persons with disabilities, and will continue to build upon and improve its practices, in addition to ensuring that it meets the accessibility needs of persons with disabilities in a timely manner, consistent with the specific requirements of the AODA and the Regulation.

The Accessibility Plan has been developed by the Foundation to outline its commitments and strategies for 2018-2023 to ensure that no new barriers are created and that, over time, any existing ones are removed.

1.03 Design of Facilities

While the offices of the Foundation located at Suite 2400, 250 Yonge Street, Toronto, Ontario are not designed to be public spaces within the meaning of Part IV.1 of the Regulation, the Foundation will take reasonable steps to make its offices accessible to persons with disabilities. The equipment which enhances accessibility to persons with disabilities at the Foundation’s office space includes standard commercial building accessibility features such as: automatic doors, accessible washroom facilities, elevator, etc.

2.01 MASTERCARD FOUNDATION ACCESSIBILITY PLAN: SUMMARY OF ACTIONS AND STATUS

AODA Standard/ Regulation Section References			
Customer Service Standard O. Reg 191/11, Part IV.2	Establishment of Policies, Practices and Procedures	<p>Policies and Practices must be compatible with the following principles:</p> <ol style="list-style-type: none"> 1. Dignity 2. Independence 3. Integration 4. Equal Opportunity <p>To provide accessible customer service, organizations need to create and put in place policies that:</p> <ol style="list-style-type: none"> 1. Considers a person's disability when communicating with people 2. Allows assistive devices 3. Allows service animals 	Completed and continuing on an as needed basis.
		<ol style="list-style-type: none"> 1. Informs customers (referred to in the Foundation's AODA policies as "beneficiaries") when accessible services are not available 2. Trains staff on accessible customer service 3. Put policy in writing 	Completed and continuing on an as needed basis.

AODA Standard/ Regulation Section References			
		4. Informs customers on availability of the organization's policy 5. Offer the policy in accessible formats	

AODA Standard/ Regulation Section References			
<p>Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 4</p>	<p>Accessibility Plans</p>	<p>s. 4 (1) Large organizations shall,</p> <p>(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</p> <p>(b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years</p>	<p>Completed and continuing on an as needed basis</p> <p>Foundation has established, implemented and documented a multi-year accessibility Plan</p> <p>Foundation will post the multi-year accessibility plan on Foundation website</p> <p>Foundation will provide a copy of the multi-year accessibility plan in alternative format upon request</p> <p>Foundation will review and update the multi-year accessibility plan in accordance with the Regulation</p>
<p>Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 5</p>	<p>Procuring or acquiring goods, services or facilities</p>	<p>s. 5(1) Public sector organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.</p>	<p>Not Applicable to Foundation</p>

AODA Standard/ Regulation Section References	Initiative/Action	Description	FOUNDATION Completion Status
		s. 5(2) If a designated public sector organization determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring good, services or facilities, it shall provide, upon request, an explanation.	Not Applicable to Foundation
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 6	Self-Service Kiosks	<p>s. 6 (1) Without limiting the generality of section 5, the Government of Ontario. Legislative Assembly and designated public sector organizations shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.</p> <p>s. 6 (2) Large organizations and small organizations shall have regard to the accessibility for person with disabilities when designing, procuring or acquiring self-service kiosks.</p> <p>s. 6 (3) The Government of Ontario, Legislative Assembly and designed public sector organizations shall meet the requirements of this section in accordance with the schedule set out in subsection 5 (3).</p> <p>s. 6 (4) Large organizations shall meet the requirements under subsection (2) as of January 1, 2014 and small organizations shall meet the requirements as of January 1, 2015.</p>	<p>Not Applicable to Foundation</p> <p>Not applicable to Foundation</p> <p>Not Applicable to Foundation</p> <p>Not applicable to Foundation</p>

AODA Standard/ Regulation Section References			
<p>Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 7</p>	<p>Training</p>	<p>s. 7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <ul style="list-style-type: none"> (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. 	<p>Ongoing: Foundation has implemented Ontario Human Rights Code training module for all employees and volunteers</p> <p>Ongoing: Foundation has developed a tracking system to ensure compliance</p>

AODA Standard/ Regulation Section References	Initiative/Action	Description	FOUNDATION Completion Status
s. 12		<p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>s. 12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>s. 12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports</p>	Ongoing: Foundation has and will continue to identify possible formats and supports required and will inform public of availability
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 13	Emergency procedure plans, or public safety information	s. 13 (1) 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.	Ongoing: Foundation has and will continue to identify possible formats and supports required and will inform public of availability
Integrated Accessibility Standards Regulation O. Reg. 191/11,	Accessible websites and web content	s. 14 (2) Designated public sector organizations and 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	Completed and ongoing as needed. By January 1, 2021, Foundation will conform

AODA Standard/ Regulation Section References	Initiative/Action	Description	FOUNDATION Completion Status
s. 14		Level A and increasing to Level AA by January 1, 2021	with WCAG 2.0 Level AA, in regards to its websites and web content
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 22	Employment Standards Recruitment General	s. 22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Ongoing: Foundation will inform in accordance with the standard
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 23	Recruitment, assessment or selection process	s. 23 (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. (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.	Ongoing: Foundation will communicate with applicants selected of available accommodations Ongoing: Foundation will consult with the applicant and provide or arrange for the provision of a suitable accommodation
Integrated Accessibility Standards	Notice to Successful Applicant	s. 24 Every employer shall, when making offers of employment notify the successful applicant of its policies for accommodating employees with	Ongoing: Foundation provides the required information on Foundation's Employment Accommodation Policies

AODA Standard/ Regulation Section References	Initiative/Action	Description	FOUNDATION Completion Status
Regulation O. Reg. 191/11, s. 24		disabilities.	
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 25	Informing employees of support	<p>s. 25 (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.</p> <p>s. 25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>s. 25 (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.</p>	<p>Ongoing: Foundation will inform employees of employment accommodation policies and their right to support</p> <p>Ongoing: Foundation provides information to new hire orientation and as part of the on boarding process</p>
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 26	Accessible formats and communication supports for employees	<p>s. 26 (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,</p> <p>(a) information that is needed in order to perform the employee’s job; and</p>	Ongoing: Foundation will establish a point of contact for employees within People and Culture Department and inform all employees of how to access support

AODA Standard/ Regulation Section References	Initiative/Action	Description	FOUNDATION Completion Status
		<p>(b) information that is generally available to employees in the workplace.</p> <p>s. 26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	
<p>Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 27</p>	<p>Workplace emergency response information</p>	<p>s. 27 (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.</p> <p>s. 27 (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.</p> <p>s. 27 (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.</p> <p>s. 27 (4) Every employer shall review the individualized workplace emergency response</p>	<p>Required actions completed and continuing on an as needed basis.</p>

AODA Standard/ Regulation Section References	Initiative/Action	Description	FOUNDATION Completion Status
		<p>information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee’s overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	
<p>Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 28</p>	<p>Documented individual accommodation plans</p>	<p>s. 28 (1) Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>s. 28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative 	<p>Completed: Foundation has developed and implemented procedures for individual accommodation plans</p>

AODA Standard/ Regulation Section References	Initiative/Action	Description	FOUNDATION Completion Status
		<p>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.</p> <p>5. The steps taken to protect the privacy of the employee’s personal information</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.</p> <p>s. 28 (3) Individual accommodation plans shall,</p> <p>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>(b) if requested, include individualized workplace emergency response information, as described in section 27; and</p>	

AODA Standard/ Regulation Section References	Initiative/Action	Description	FOUNDATION Completion Status
		(c) identify any other accommodation that is to be provided.	
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 29	Return to work process	<p>s. 29 (1) Every employer, other than an employer that is a small organization,</p> <p>(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</p> <p>(b) shall document the process.</p> <p>s. 29 (2) The return to work process shall,</p> <p>(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</p> <p>(b) use documented individual accommodation plans, as described in section 28, as part of the process.</p> <p>s. 29 (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.</p>	Foundation has completed and implemented a return to work process

AODA Standard/ Regulation Section References	Initiative/Action	Description	FOUNDATION Completion Status
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 30	Performance management	s. 30 (1) 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.	Completed and ongoing
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 31	Career development and advancement	s. 31 (1) 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.	Completed and ongoing
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 32	Redeployment	s. 32 (1) 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.	Completed and ongoing
Integrated Accessibility Standards Regulation O. Reg. 191/11, s. 33	Transportation Standard	Not Applicable to Foundation	Not Applicable to Foundation

3.01 Monitoring

This Accessibility Plan will be reviewed and updated at least once every five (5) years. All feedback related to accessibility received throughout the year will be considered in the amendment of this plan and in the development of new steps toward meeting accessibility requirements under the AODA.

4.01 For More Information

For more information on the Accessibility Plan, please contact us at: 1-416-214-0038 or from our website at www.mastercardfdn.org/accessibility.

Accessible formats of this document are available free upon request by contacting us at: 1-416-214-0038 or from our website at www.mastercardfdn.org/accessibility.