

Accessibility Plan and Policies for the CAA Centre

This 2014-2021 accessibility plan outlines the policies and actions the CAA Centre will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The CAA Centre 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 under the Accessibility for Ontarians with Disabilities Act.

Progress to Date:

2012

- ✓ Met all requirements of the Accessibility Standards for Customer Services Regulation including:
 - Creation of a Customer Service Policy Statement: “Providing Goods and Services to People with Disabilities”.
 - Provided the policy statement to all employees for their review and signature.
 - Trained all employees providing service to the public on behalf of the CAA Centre. Employees were initially trained using the Servability training module, which was replaced with the Access Forward training module. (ongoing)
 - Offered emergency response plans to employees with disabilities upon request (ongoing)

- ✓ Filed 2012 Accessibility Compliance Report.

2013

- ✓ Created Multi-year Accessibility Plan and Policies.

2014

- ✓ Filed 2014 Accessibility Compliance Report.
- ✓ Created a Return to Work policy statement and procedures to deal with employees who are absent from work due to an illness, injury or disability.

2015

- ✓ Met the new training requirement to provide employees, volunteers and other staff members with training on Ontario's accessibility laws and the Human Rights Code as it relates to people with disabilities.
 - All existing employees and new employees were trained using the Ontario Human Rights Commission (OHRC) "Working Together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act" (ongoing).
 - Incorporated the OHRC training module into new hire required training program so that new employees receive their training within their first month of employment.

2016

- ✓ Revised and updated the Customer Service Policy Statement: Providing Goods and Services to People with Disabilities, to add the following sections:
 - Service Animals
 - List of regulated health professionals
 - Support persons
- ✓ Provided the revised policy statement to all employees for their review and signature.
- ✓ Created an Employment Standard Policy to address the AODA Integrated Accessibility Standards Regulation.

2017

- ✓ Filed 2017 Accessibility Compliance Report .

2019

- ✓ Successfully completed a desk audit required by the Ministry for Seniors and Accessibility.
- ✓ Reviewed and revised the Accessibility Plan and Policies for the CAA Centre.

Accessible Emergency Information

The CAA Centre is committed to providing customers and clients with publicly available emergency information in an accessible format upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The CAA Centre will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with

disabilities. Training will be delivered in a way that best suits the duties of employees, volunteers and other staff members.

The CAA Centre will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws.

- ✓ Provide training on the requirements under the Employment Standard and the relevant provisions of the Human Rights Code to the following individuals:
 - Employees
 - Volunteers
 - Persons involved in the creation of the CAA Centre's Employment Standards policies.
 - Independent contractors and other third parties that provide goods or services in the CAA Centre's behalf

Kiosks

The CAA Centre will take the following steps to ensure employees consider the needs of people with disabilities when procuring or acquiring self-service kiosks effective January 1, 2014.

- ✓ Consider accessibility features when procuring or acquiring self-service kiosks (bank machines, debit/credit card machine) in the future.

Information and communications

The CAA Centre is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The CAA Centre will take the following step(s) to make all new websites and new content on those sites conform with WCAG 2.0, Level A effective January 1, 2014.

- ✓ Work with website designer to ensure that any significant* updates and/or refreshes to the CAA Centre website and any web content published after January 1, 2012 conform with the WCAG 2.0 Level A standard beginning January 1, 2014.

*a significant refresh typically means changing more than 50% of the content, design or technology of the website.

The CAA Centre will take the following step to make its website and content conform with WCAG 2.0, Level AA by January 1, 2021.

- ✓ Work with website designer to ensure that the CAA Centre website and all web content on the site published after January 1, 2012 conforms with WCAG 2.0 Level AA by January 1, 2021.

The CAA Centre will continue to take steps to ensure that existing feedback processes are accessible to people with disabilities (ongoing).

- ✓ Regularly review the current feedback process to make sure that the ways in which people provide feedback to the Centre is accessible, with accessible formats and/or communication supports.

The CAA Centre will take the following steps to make sure all publicly available information is made accessible upon request effective January 1, 2016.

- ✓ Regularly review all information that is publicly available to ensure that it is provided in an accessible format (fonts, layout, colour and contrast).
- ✓ Inform staff and the public about the availability of information in accessible formats or with communication supports, upon request.

Employment

The CAA Centre is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that when requested, the CAA Centre will accommodate people during the recruitment and assessment processes and when people are hired.

- ✓ When posting jobs internally or externally, communicate that accommodations are available upon request.
- ✓ When contacting applicants for interviews, communicate to them that accommodations are available.
- ✓ Ensuring that forms and documents used during the recruitment process (i.e. job application forms, job descriptions, new hire packages) are available in an accessible format or with communication supports, upon request.
- ✓ Consult with individuals requesting accommodation to arrange the appropriate accommodation.

- ✓ Ensure that successful candidates are informed of the CAA Centre's policy on accommodation when the offer of employment is made.
- ✓ Inform current and new employees of workplace employment policies supporting employees with disabilities and keep employees up to date on changes to these policies.

The CAA Centre will take the following steps to develop and put into place a process for developing individual accommodation plans and return to work policies for employees that have been absent due to a disability.

- ✓ Use an established Return to Work policy and procedures to deal with employees who are absent from work due to an illness, injury or disability.
- ✓ Employ a return to work plan/process when working with employees absent from work because of an illness, injury or disability.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if the CAA Centre is using performance management, career development and redeployment processes.

- ✓ Ensure that the accessibility needs of employees with disabilities and their individualized accommodation plans are taken into account.
 - When assessing their performance
 - When managing their career development and advancement
 - When redeploying them to a new position

The CAA Centre will take the following steps to prevent and remove other accessibility barriers identified.

- ✓ Ensure that all communication (forms, policies, schedules, job descriptions etc) with employees is provided in an accessible format or with communication supports.
- ✓ Inform employees that accessible formats are available upon request.

Design of Public Spaces

The CAA Centre will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Outdoor public eating areas (rest stops or picnic areas)
- Outdoor play spaces (playgrounds in provincial parks and local communities)

- Outdoor paths or travel (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

The CAA Centre will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- ✓ Regular maintenance (cleaning, snow removal and salting) of outdoors areas such as sidewalks, parking spots.
- ✓ Regular inspections of indoor and outdoor public spaces to ensure that these areas are in good repair.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan, please contact Laura Rennie at:

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Accessible formats of this document are available at no charge upon request. Please contact Laura Rennie.

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