

## Accessibility Plan and Policy (Updated 2026–2031)

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### Statement of Commitment

The CAA Centre is committed to treating all individuals in a manner that respects dignity, independence, integration, and equal opportunity.

We are committed to meeting the needs of people with disabilities in a timely manner by preventing and removing barriers to accessibility and meeting all requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards.

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### Multi-Year Accessibility Plan (2026–2031)

This plan outlines the strategies and actions the CAA Centre will take to improve accessibility and ensure ongoing compliance with AODA requirements.

The plan will be reviewed and updated at least once every five (5) years.

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### Accessible Emergency Information

The CAA Centre is committed to providing publicly available emergency information in accessible formats upon request.

We will:

- Provide individualized workplace emergency response information to employees with disabilities, where required
  - Review emergency response plans when:
    - An employee moves locations
    - Overall accommodation needs are reviewed
    - The organization reviews general emergency response policies
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### Training

The CAA Centre will provide training on:

- AODA requirements
- The Ontario Human Rights Code as it relates to people with disabilities

Training will be:

- Provided to all employees, volunteers, and contractors
- Delivered as soon as practicable after hire
- Updated when policies or legislation change
- Documented and tracked
- Training will be appropriate to the duties of the individual.

### **Customer Service**

The CAA Centre will continue to provide accessible customer service by:

- Allowing the use of assistive devices
  - Welcoming service animals and support persons
  - Providing notice of temporary disruptions
  - Maintaining an accessible feedback process
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### **Information and Communications**

The CAA Centre is committed to meeting the communication needs of people with disabilities.

We will:

- Provide accessible formats and communication supports upon request in a timely manner
- Consult with individuals to determine appropriate formats

### **Web Accessibility**

The CAA Centre will:

- Maintain compliance with **WCAG 2.0 Level AA** standards
- Ensure new content and major updates remain accessible
- Work with web developers to ensure ongoing compliance

### **Feedback Processes**

- Ensure feedback processes are accessible
  - Accept feedback in multiple formats
  - Respond in accessible formats upon request
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### **Employment**

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

### **Recruitment**

We will:

- Notify applicants that accommodations are available upon request
- Provide accommodations during recruitment and assessment
- Inform successful candidates of accommodation policies

## **Employee Supports**

We will:

- Inform employees of policies supporting employees with disabilities
- Provide accessible workplace information upon request
- Maintain updated accommodation policies

## **Accommodation Plans**

We will:

- Maintain a formal process for individualized accommodation plans
- Include:
  - Accessible formats and communication supports
  - Workplace emergency response information (if required)

## **Return to Work**

We will:

- Maintain a documented return-to-work process for employees absent due to disability
- Work collaboratively with employees to support reintegration

## **Performance Management & Career Development**

We will:

- Consider accessibility needs in:
    - Performance reviews
    - Career development
    - Promotions and redeployment
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## **Design of Public Spaces**

The CAA Centre will meet AODA standards when building or modifying public spaces, including:

- Parking areas
- Pathways and entrances
- Service counters and waiting areas

## **Maintenance**

We will:

- Maintain accessible elements (e.g., snow removal, repairs)
- Conduct regular inspections

## **Service Disruptions**

In the event of a disruption, we will:

- Notify the public promptly
  - Provide alternative solutions where possible
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### **Accessibility Policies**

The CAA Centre will:

- Maintain written accessibility policies
  - Make them available upon request in accessible formats
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### **Accessibility Compliance Reporting**

The CAA Centre will:

- File accessibility compliance reports as required by the Government of Ontario
  - Maintain records of compliance activities
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### **Ongoing Commitment**

The CAA Centre will continue to:

- Identify and remove accessibility barriers
- Review policies regularly
- Promote a culture of inclusion and accessibility

### **For more information**

For questions about this policy or to request accessible formats, please contact:

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