

# Accessibility Policy

## 1 Objective

CCSA is committed to treating people with disabilities in a manner that allows them to maintain their dignity, independence, integration and access to equitable opportunities. CCSA is 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, 2005](#) (AODA).

## 2 Definition

**Disability:** CCSA is committed to complying with the definition of disability set forth under the [Accessibility for Ontarians with Disabilities Act](#) and the Ontario [Human Rights Code](#).

## 3 Guidelines

- (a) **Responsibilities:** CCSA is accountable for ensuring continued compliance with AODA standards. Specific accountabilities lie with the following roles:
  - (i) Director, Information Systems and Web Services: Responsible for websites and web content, as well as for acquiring accessible formats and communication supports in collaboration with CCSA Director, Public Affairs and Communication.
  - (ii) Director, Finance: Responsible for public spaces within CCSA offices.
  - (iii) Director, Human Resources: Responsible for ensuring the delivery of AODA training, ensuring workplace emergency response plans are in place, and ensuring employment standards and processes meet AODA requirements.
- (b) **Compliance with Accessibility Standards:** To ensure compliance with accessibility standards, CCSA will carry out functions and responsibilities in the following areas:
  - (i) **Communication:** CCSA will communicate with visitors in ways that take into account their disabilities. We will ensure that all communication respects and promotes the dignity and independence of people with disabilities.
  - (ii) **Accessible Formats and Communication Supports:** CCSA will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request when reasonably possible. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual. CCSA will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability. CCSA will make the availability of accessible formats and communication supports publicly known.
  - (iii) **Accessible Websites and Web Content:** Our internet websites will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, according to the schedule set out in the AODA Integrated Accessibility Standards.
  - (iv) **Assistive Devices:** CCSA is committed to serving visitors who use assistive devices to obtain, use or benefit from our goods and services.



- (v) **Use of Support People and Service Animals:** CCSA is committed to welcoming people with disabilities who are accompanied by a support person or a service animal. Any person with a disability who needs to be accompanied by a support person for help with communication, mobility, or personal or medical care will be allowed to enter CCSA's premises with the support person. At no time will a person with a disability be prevented from having access to their support person while on our premises.

Similarly, we are committed to welcoming and allowing access to people with disabilities who are accompanied by a service animal.

- (vi) **Notice of Temporary Disruption:** CCSA will provide visitors with reasonable notice in the event of a disruption in the facilities or services of CCSA used by people with disabilities. These facilities or services most notably include the elevators, the accessible bathroom on the basement level and the automatic doors at the building's entrance. This notice will have information about the reason for the disruption, the anticipated duration and any available alternative facilities or services.

- (c) **Non-Emergency and Emergency Evacuation:** CCSA will provide safe and effective evacuation procedures for mobility impaired visitors. A member of CCSA's Emergency Evacuation Team (EET) will monitor and assist those requiring assistance. Members of the EET will be familiar with required techniques to assist.

During an evacuation, in collaboration with or in the absence of a support person, a member of the EET will locate the person requiring assistance and guide them according to the proper technique.

- (d) **Training:** CCSA will train all staff on the following topics:

- (i) An overview of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the customer service standard;
- (ii) CCSA's plan related to the requirements of the *Accessibility Standards for Customer Service* (Ontario Regulation 429/07);
- (iii) How to communicate with people with various disabilities;
- (iv) How to interact with people with disabilities, including those with assistive devices or who require the assistance of a support person or service animal;
- (v) How to assist a person with a disability who is having difficulty accessing CCSA's services; and
- (vi) How to use equipment or devices available at CCSA that could help with providing services to people with disabilities.

Training will be provided to new employees during onboarding. Human Resources will keep a record of training that includes the dates training was provided and the employees who attended the training. Employees will acknowledge and sign that they have read and understood the policy.

- (e) **Feedback Process:** Visitors who wish to provide feedback about CCSA's provision of goods and services to people with disabilities can provide that feedback in person, by email ([info@ccsa.ca](mailto:info@ccsa.ca)) or by phone (613-235-4048). Initial response to feedback received will be provided within two business days. CCSA will ensure that its feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.



(f) **Recruitment, Assessment and Selection:** CCSA will notify employees and the public about the availability of accommodations for job applicants who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, CCSA will consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account the applicant's accessibility needs. Successful applicants will be made aware of the organization's policies and supports for accommodating people with disabilities.

(g) **Accessible Formats and Communication Supports for Employees:** CCSA will ensure that employees are aware of policies for employees with disabilities and any changes to these policies as they occur. The organization will provide the information required to new employees as soon as practicable after they begin their employment.

If an employee with a disability requests it, CCSA will provide or arrange for the provision of accessible formats and communication supports for information:

- Needed to perform their job; and
- That is generally available to all employees in the workplace.

The organization will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

(h) **Workplace Emergency Response Information:** Where required, CCSA will create individualized workplace emergency response plans for employees with disabilities. This information will be created in consultation with the employee and take into account the unique challenges created by the individual's disability and the physical nature of the workplace. This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; or
- The organization reviews general emergency response policies.

(i) **Accommodation:** CCSA has a written process for documenting individual accommodation plans for employees with disabilities and will provide individual accommodations to support the needs of employees with disabilities. Individual accommodation plans will be designed to allow employees to contribute and participate in job related functions and activities to the best of their abilities. The process of accommodating individuals will take a consultative approach and is a shared obligation of the organization and the employee, and any medical or other applicable health professionals required to assist the employee throughout the process. CCSA will implement measures to maintain the privacy of all its employees

(j) **Performance Management, Professional Development and Redeployment:** CCSA will consider the accessibility needs of employees with disabilities when implementing performance management processes and when offering professional development or redeployment opportunities. Individual accommodation plans will be consulted, as required.

(k) **Return to Work:** CCSA will develop and implement return-to-work processes for employees who are absent from work due to a disability and require disability-related accommodations to return to work. This process will outline the steps the organization will take to enable a smooth return to work for the employee. All steps and individual



accommodation plans will be documented and created in consultation with the employee.

#### **4 Notice of Availability**

Any member of the public can request in person, by email or by phone a copy of this policy. It will be provided in a suitable format that takes into account a person's disability. The format will be agreed upon by CCSA and the requestor.

#### **5 Modifications to this Policy**

Any part of this policy that does not respect and promote the dignity, independence and integration of people with disabilities, and their access to equitable opportunities will be modified or removed.

Approved by Senior Leadership Team, November 2021