



AODA Accessibility Policy

2017

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Policy Statement

CCI Research Inc. (CCI Research) is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to our goods, services and facilities in a way that respects a person's dignity and independence.

Application

To all CCI Research Employees or Agents who provide goods or services on behalf of CCI Research, or who help develop policies for the organization.

Purpose

This policy identifies how CCI Research achieves and maintains accessibility by meeting the requirements of the accessibility standards of the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"), the Accessibility Standards for Customer Service, Ontario Regulation 429/07 ("ASCS"), the Integrated Accessibility Standards, Ontario Regulation 191/11 ("IASR") and future regulations as amended.

Definitions

Accessibility Plan

A document approved by CCI Research Senior Management Team and made available to the public that includes:

- (a) CCI Research's strategy to identify, remove and prevent barriers to people with disabilities and meet its requirements under the enacted regulations of the accessibility for Ontarians with Disabilities Act, 2005 (AODA), and**
- (b) all other information and actions required under the Ontarians with Disabilities Act, 2001 (ODA) and AODA**

Accessibility Standard

A rule that persons and organizations must follow to identify, remove and prevent barriers to accessibility.

Accessible Formats

May include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities.

Agent

A third party individual or organization who deals directly with members of the public to provide a program, service or facility on behalf of CCI Research.

Barrier

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical, architectural, information and communications, attitudinal, technological, policy or practice barriers.

Communication Supports

May include, but is not limited to, captioning, augmentative sound devices, plain language, sign language and other supports that facilitate effective communications.

Disability (as defined in the Ontario Human Rights Code)

(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

(b) a condition of mental impairment or a developmental disability;

(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

(d) a mental disorder; or

(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Description

This Accessibility Policy functions as an overarching policy for the requirements of the accessibility standards developed under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA):

- **Customer Service Standards (ASCR, O. Reg. 429/07)**
- **General Standards (IASR, O. Reg. 191/11)**
- **Information and Communications Standards (IASR, O. Reg. 191/11)**
- **Employment Standards (IASR, O. Reg. 191/11)**
- **Transportation Standards (IASR, O. Reg. 191/11) (*not applicable*)**
- **Built Environment (Design of Public Spaces) Standards (to be considered)**

CCI Research achieves compliance with the AODA through the following directives:

1. Customer Service

CCI Research is committed to providing excellent customer service to everyone, including people with disabilities. When serving customers with disabilities, reasonable efforts shall be made to provide the same level of service given to other customers and service shall be provided in a manner that respects their dignity and independence. The Accessible Customer Service Policy governs how CCI Research offers goods and services to people with disabilities. See Reference: Accessible Customer Service Plan.

2. Accessibility Planning

CCI Research will establish, implement, maintain and document a multi-year accessibility plan in accordance with the AODA. The multi-year accessibility plan will outline the ways CCI Research will prevent and remove barriers and meet the requirements of the standards developed under the AODA.

The multi-year accessibility plan will be:

- **Reviewed and updated at least every five years, and**
- **Established, reviewed and updated in consultation with persons with disabilities and the CCI Research Senior Management Team.**

An annual status report on the progress of measures taken to implement the multi-year accessibility plan will be prepared. The multi-year accessibility plan and accompanying status report will be posted to the CCI Research website and provided in an accessible format upon request.

3. Training

All individuals to whom this policy applies will be trained in accordance with the regulations under the AODA. CCI Research will keep a record of the training provided, including the dates on which training is provided and the number of individuals trained.

4. Feedback

CCI Research has processes for receiving and responding to feedback on the manner in which CCI Research provides goods and services to customers. All Departments will ensure that these feedback processes are accessible to people with disabilities by providing or arranging for the provision of accessible formats or communication supports upon request.

5. Accessible Formats and Communication Supports

All Departments will upon request provide or arrange for the provision of accessible formats or communication supports for people with disabilities. This will be done in consultation with the person making the request, in a timely manner that takes into account the person's accessibility needs and (if the original product has a cost) at a cost that is no more than the regular cost charged to other persons.

6. Website and Web Content

The CCI Research internet website and web content controlled directly by CCI Research or through a contractual relationship that allows for modification of the product will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the Information and Communications Standards.

The website has also been designed to contain our AODA Accessibility Policy, AODA Customer Service Plan, AODA Multi Year Plan, our current compliance report along with an area where clients can provide us with any feedback.

7. Employment

CCI Research will create an accessible work environment for all employees across the employment life cycle, in accordance with the requirements and timelines set out in the Employment Standards and existing requirements under the Ontario Human Rights Code to accommodate people with disabilities.

CCI Research will ensure that all potential applicants are aware that accommodations are available upon request, if required. Any updated information will be provided to all employees.

CCI Research will work with employees to develop an individualized workplace emergency response plan, as required.

RESPONSIBILITIES

CCI Research will adopt policies as required under the AODA.

CCI Research (including all Departments, Senior Management and Staff) will make sure that:

- All requirements of the ASCS, O. Reg. 429/07 under the AODA are met on an ongoing basis.**
- All requirements of the IASR, O. Reg. 191/11 under the AODA are met on an ongoing basis in accordance with the timelines set out in the regulation.**
- Departmental policies, practices and procedures are aligned with all requirements of the IASR, O. Reg. 191/11 under the AODA.**

All Departmental Managers will act as corporate coordinators for designated standards under the AODA and are responsible for the coordination, implementation and monitoring of the legislated requirements of the AODA as follows:

- Client Services Manager: Accessibility Standards for Customer Service**
- Operations Manager: Information and Communications Standards**
- Operations Manager: Employment Standards**
- Operations Manager: Built Environment Standards (to be considered)**

Directors/Managers/Supervisors will be responsible for ensuring that:

- The implementation of the requirements of this policy is happening within their departments.**
- Leading their respective department in achieving compliance with the regulations under the**

AODA.

All CCI Research Employees are expected to comply with this policy.

Non-Compliance with Policy

Failure to comply with the AODA regulations can result in administrative penalties as defined in Part V: Compliance of the Integrated Accessibility Standards, Ontario Regulation 191/11. Employees who fail to comply with this policy may be subject to disciplinary action. Agents who fail to comply with this policy may be subject to contract termination.