

# AODA Multi-Year Plan 2016-2021



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CCI Research is committed to creating and providing inclusive programs and, services and spaces to all members of our communities. To achieve this requires the identification and removal of barriers to participation, including social, cultural, economic and physical. A key component of this program of removing barriers to participation is the Accessibility for Ontarians with Disabilities Act (AODA).

Enacted in 2005, the AODA will guide Ontario to become barrier-free by January 1, 2025 and was developed to assist organizations in the public, private and not-for-profit sectors in identifying barriers to accessibility. It includes standards in:

- Customer Service;
- Information and Communications;
- Employment;
- Transportation;
- Design of Public Spaces.

All standards, with the exception of Transportation, apply to CCI Research.

The Integrated Accessibility Standards Regulation 191/11 (IASR) was enacted under the AODA, and requires the development of a multi-year plan to prevent and remove barriers for persons with disabilities.

The CCI Research Accessibility for Persons with Disabilities Policy ensures that CCI Research meets its requirements within the AODA and its associated standards, including the IASR and the Accessibility Standards for Customer Service Regulation 429/07 (ASCS). The CCI Research Accessibility for Persons with Disabilities Plan will guide CCI Research towards improving opportunities for persons with disabilities and ensure that CCI Research remains in compliance with AODA and the aforementioned standards.

CCI Research is considered a large organization under the IASR given that it employs over 25 full-time, 15 part-time and 100 seasonal staff in a variety of work environments.

The CCI Research Accessibility for Persons with Disabilities Plan 2016-2021 outlines the steps that CCI Research must take to improve opportunities for persons with disabilities, as required by the AODA, as well as an Accessibility Improvement Schedule.

CCI Research will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and regulations and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the needs of community members and the duties of employees, volunteers and other staff members. This may include a variety of formats such as presentations and e-learning modules.

CCI Research will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws and regulations by January 1, 2015. All staff will attend refresher training at least once a year.

Ensure that every person who participates in the development of the policy, practices and procedures under the IASR and ASCS is trained appropriately in relation to CCI Research's corresponding policies and procedures.

# Training

Ensure that every person who deals with the public on behalf of CCI Research, including third parties (i.e. employees, agents, volunteers, management) must complete training in relation to CCI Research's accessibility for persons with disabilities policies and procedures.

New employees, agents, volunteers, management, etc. shall receive training as soon as practicable, after being hired.

Ongoing training on changes to policies, procedures, and new equipment shall be provided. The method and amount of training shall be geared to the trainee's level of responsibility in responding to the standards of the AODA.

Training records, including the dates when the training was provided, number of individuals to whom the training was provided, shall be kept.

CCI Research initiated training of current employees, agents, volunteers, management, etc. in 2014, with all employees at the time having received training by December 31, 2014.

Subsequent new employees, agents, volunteers, management, etc. received training as they were hired.

## Accessible Emergency Information

CCI Research is committed to providing its customers and clients with publicly available emergency information. This will be accomplished by providing updates through the CCI Research website and electronic mailing lists and at CCI Research facilities. All information will be made in an accessible format at no additional charge upon request.

CCI Research will also provide individualized emergency response information to employees with disabilities when necessary. With the employee's consent, CCI Research shall provide the emergency response information to the individual designated to assist the employee. The individualized emergency response information shall be reviewed when the employee changes work locations within the organization, when the employee's accommodation needs are reviewed and when CCI Research updates its general emergency response policies.

# Customer Service

CCI Research is committed to serving all its customers to the best of its ability. This means that persons with disabilities will receive goods and services with the same high quality and timeliness as others. In order to do so, CCI Research must provide customized solutions based on an understanding of the disability and/or barrier.

CCI Research has already adopted the following policies, practices and procedures to ensure that customer service is accessible to persons with disabilities.

Goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.

The provision of goods or services to persons with disabilities and others will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.

CCI Research employees communicating with a person with a disability shall do so in a manner that takes into account the person's disability.



## Feedback

Feedback from our customers provides CCI Research with opportunities to learn and improve. CCI Research recognizes the right of our customers to make a complaint, to compliment, or to suggest ways to improve our services.

CCI Research will ensure that our feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. To this end, CCI Research will take the following steps, at no additional cost, by January 1, 2015.

To assist CCI Research in ensuring the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows in writing, in person, e-mail, or telephone, addressed to the designated representative for CCI Research.

The designated representative will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback and will set out the action to be taken in response to any complaints.

CCI Research employees will continue to respond in a timely and respectful manner to feedback received on matters regarding accessibility for persons with disabilities.

CCI Research is committed to meeting the information and communication needs of persons with disabilities. The information we provide and the manner in which we communicate are key to delivering programs and services to the public. CCI Research will consult with people with disabilities to determine their information and communication needs.

The CCI Research website and content on its pages has conformed to Web Content Accessibility Guidelines (WCAG) 2.0, Level A since 2010. Guidelines for content development are coupled with training sessions for web content managers.

CCI Research will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

1. Research and provide general guidelines for accessible format development to all staff.
2. Ensure that CCI Research Marketing and Communications designers receive detailed guidelines on how to make information available in accessible formats.
3. Incorporate accessible features into communication mediums, such as Braille into way-finding signs and American Sign Language interpreters at public meetings when requested.

CCI Research will take the following steps to make all websites and content conform to WCAG 2.0, Level AA by June 30, 2017.

1. Update the guidelines and training for web content development to reflect the requirements of WCAG 2.0, Level AA.
2. Ensure that all staff who manages web content receives training on the requirements of WCAG 2.0, Level AA.

CCI Research is committed to fair and accessible employment practices that attract and retain talented employees, and to limiting systemic biases in accommodation. As such, CCI Research is committed to meeting the requirements in the Employment Standards of the IASR.

CCI Research will take the following steps to notify the public and staff that, when requested, CCI Research will accommodate people with disabilities during the recruitment and assessment processes and when people are hired by January 1, 2016.

During the recruitment process, CCI Research shall notify its employees and the public about the availability of accommodation for applicants with disabilities. This will be included in the job posting.

CCI Research shall notify job applicants who are invited to participate in the selection process for a job that accommodations are available upon request pertaining to the materials/processes to be used. If the applicant requests such an accommodation, CCI Research shall consult with the applicant and provide for suitable accommodation with the ultimate decision resting with CCI Research.

CCI Research shall notify the successful applicant of CCI Research's policies for accommodating employees with disabilities.

## Design of Public Spaces

CCI Research is committed to greater accessibility for persons with disabilities within and around its buildings and public spaces. As such, CCI Research is dedicated to meeting the requirements of the Design of Public Spaces component of the IASR, whenever possible. However, CCI Research recognizes that the natural characteristics of much of the property owned by CCI Research and the cultural heritage features of some of its structures present limitations on the extent to which CCI Research can develop fully accessible built features and remove barriers to accessibility for persons with disabilities. CCI Research will communicate what does and does not meet the requirements of the Design of Public Spaces standard of the IASR and will provide alternatives wherever possible.

Nonetheless, CCI Research will take the following steps to ensure that all new and redeveloped public spaces are designed to meet Ontario's accessible laws by January 1, 2018.

Consult with people with disabilities when designing public spaces, as required in the IASR.

Design and maintain all public spaces to meet the requirements of the Design of Public Spaces standard of the IASR, unless an exception can be made.

Comply with the Ontario Building Code's barrier-free standards.

Reasons for exceptions to the requirements will be documented by the project manager and retained in the CCI Research corporate file for the project, as well as filed with CCI Research's accessibility lead.

## Review Update and Report

The update of current accessibility policies and the development of a multi-year action plan are not the end of CCI Research's commitment to removing and preventing barriers for persons with disabilities.

CCI Research will do the following as it relates to CCI Research's accessibility policies and multi-year accessibility plan.

Continue to conform to the regulatory requirements, whenever possible.

Monitor and audit accessibility improvements to ensure continued compliance with the AODA and its corresponding standards.

Report on improvements to accessibility for persons with disabilities to CCI Research Directors on an annual basis.

Prepare and make publicly available a report on accessibility achievements on an annual basis.

Review and update the multi-year accessibility plan every five years.

## For More Information

Questions and/or comments about the CCI Research Accessibility Plan are always welcome.

Please contact Rose D'Alimonte, Project Manager, Accessibility and Education Development

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Website: [www.cci-resources.ca](http://www.cci-resources.ca)

Since 2005, the Accessibility Directorate of Ontario (ADO) has been working with the disability, private and public sectors to develop and enforce accessibility standards, and promote greater accessibility awareness throughout Ontario. Contact the ADO for more information about the AODA, the IASR, the ASCS and resources on how to make Ontario accessible for everyone.

Toll-free: 1-866-515-2025

TTY: 416-325-3408 / Toll-free: 1-800-268-7095

Email: [accessibility@ontario.ca](mailto:accessibility@ontario.ca) Website: <http://ontario.ca/AccessON>

Free resources available at [publications.serviceontario.ca](http://publications.serviceontario.ca)

Alternate formats of this document are available free upon request.