

Multi-Year Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that the CPA will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The CPA 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. Please note that transportation is not included within our plan as it does not pertain to our environment.

Accessibility Requirement				
	Individual(s)/ Department Responsible	Steps/ Action Plan	Due Date	Results
Customer Service				
Establishment of accessibility policies: <ul style="list-style-type: none"> • Instructions on how to interact and communicate with customers with various types of disabilities; • Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person; • Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities; 	Human Resources	Work with a 3 rd party consultant to assist with the development of legislatively complaint policies and practices	January 2012	Completed

<ul style="list-style-type: none"> • Instructions on what to do if a customer with a disability is having difficulty accessing your services; • Policies, procedures and practices surrounding the legislation. 				
<p>Training</p> <ul style="list-style-type: none"> • All employees and volunteers; • All other persons who provide goods, services or facilities on behalf of the organization; and • All persons who participate in developing the organization's policies. • Provision of goods and services to persons with disabilities; • The use of assistive devices; • The use of guide dogs, service animals and service dogs; • The use of support persons; • Notice of service disruptions; • Customer feedback; • Training; • Notice of availability and format of documents. 	Human Resources	Work with a 3 rd consultant to deliver onsite and online training to all employees and subject matter experts	January 2012	Completed
<p>Feedback Process</p> <ul style="list-style-type: none"> • Receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. • Notification to the public about the availability of accessible formats and communication supports is required. 	Human Resources	Work with a 3 rd party consultant to design a complaint feedback process	January 2012	Completed
<p>Accessible Formats and Communication Support</p> <ul style="list-style-type: none"> • Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> ○ In a timely manner that takes into account 	Human Resources	Work with a 3 rd party consulting to develop practices and solutions for	January 2012	Completed

<ul style="list-style-type: none"> ○ the person's accessibility needs; <ul style="list-style-type: none"> ○ At a cost that is no more than the regular cost charged to other persons. ● The organization will consult with the person making the request to determine the suitability of an accessible format or communication support. 		accessible formats		
<p>Accessibility Plan</p> <ul style="list-style-type: none"> ● Establish, implement, maintain and document a multi-year accessibility plan. 	Human Resources/Accessibility Coordinator	Work with a 3 rd party consulting to develop CPA multi-year accessibility plan to address the requirements to be met between 2014 and 2021	January 2014	Completed
Information & Communication				
<p>Training</p> <ul style="list-style-type: none"> ● Accessibility for Ontarians with Disabilities Act, 2005; ● Ontario Human Rights Code. 	Human Resources	Will work with a 3 rd consultant to develop and deliver training to all employees and subject matter experts	January 2015	In progress
<p>Accessible websites and web content - *New Sites*</p> <p><i>“new internet website” means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh; (“nouveau site Web Internet”)</i></p>	Webmaster	The CPA will ensure that any new websites and content will be conform to guidelines	January 2014	Ongoing
All websites and web content	Webmaster	The CPA will	January	In progress

<ul style="list-style-type: none"> • Internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A initially; • Increase to WCAG 2.02 Level AA in accordance with Section 14(3) schedule. 		ensure all websites and content conform to guidelines and will ensure website compliance under AODA	2021	
<p>Educational and Training Resources or Materials</p> <ul style="list-style-type: none"> • Provide educational and training resources or materials in an accessible format that takes into account the accessibility needs of a the person with a disability. <p>Provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities.</p> <p>Training to Educators</p> <ul style="list-style-type: none"> • Provide educators with accessibility awareness training related to accessible program or course delivery and instruction. • Includes school boards or educational or training institutions. • Records shall be kept to document the dates, attendees and training provided. <p>Accessible print based training resources/materials (January 2015)</p> <ul style="list-style-type: none"> • Upon request, make accessible or conversion ready versions of textbooks available to the institutions. • Upon request, make accessible or conversion ready versions of the printed materials available to the institutions. 		CPA is not an educational institution – Not applicable.		

<p>For the purposes of this requirement, an obligated organization is an educational or training institution if it falls into one of the following categories:</p> <ol style="list-style-type: none"> 1. It is governed by the Education Act or the Private Career Colleges Act, 2005. 2. It offers all or part of a post-secondary program leading to a degree pursuant to a consent granted under the Post-secondary Education Choice and Excellence Act, 2000. 3. It is a designated public sector organization described in paragraph 3 or 4 of Schedule 1. 4. It is a public or private organization that provides courses or programs or both that result in the acquisition by students of a diploma or certificate named by the Minister of Education under paragraph 1 of subsection 8 (1) of the Education Act. 5. It is a private school within the meaning of the Education Act. 				
<p>Accessible digital or multimedia resources/materials</p>	<p>Certification department, Compliance department and communication department</p>		<p>January 2020</p>	
<p><i>Employment Standards</i></p>				
<p>Recruitment, Assessment or Selection Process</p> <p>(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p>	<p>Human Resources</p>	<p>Will work with a 3rd consultant to review and update CPA existing processes to</p>	<p>January 2016</p>	<p>In progress</p>

<p>(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p> <p>Notice to Successful Applicants</p> <p>Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>		<p>ensure compliance with AODA</p>		
<p>Informing Employees of Supports</p> <p>(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p> <p>(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p>	<p>Human Resources</p>	<p>CPA will provide new employees with accommodation information.</p> <p>Ongoing education and guidance will be provided to all employees to maintain awareness of policies, legislation, as well as the available supports</p>	<p>January 2016</p>	
<p>Accessible formats and communication supports for employees:</p>	<p>Human Resources</p>	<p>Will work with a 3rd consultant to review and</p>	<p>January 2016</p>	

<p>(1) Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> ○ (a) information that is needed in order to perform the employee's job; and ○ (b) information that is generally available to employees in the workplace. <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>		<p>update CPA existing processes to ensure compliance with AODA</p>		
<p>Workplace Emergency Response Information</p> <p>(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>(3) Employers shall provide the information required under</p>	<p>Human Resources</p>	<p>Work with a 3rd party consultant to design policies and practices that are complaint and accessible.</p>	<p>January 2012</p>	<p>Completed</p>

this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

(4) Every employer shall review the individualized workplace emergency response information,

- (a) when the employee moves to a different location in the organization;
- (b) when the employee's overall accommodations needs or plans are reviewed; and
- (c) when the employer reviews its general emergency response policies.

(5) Every employer shall meet the requirements of this section by January 1, 2012.

Public Safety Information

(1) If an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

(2) Obligated organizations that prepare emergency procedures, plans or public safety information and make the information available to the public shall meet the requirements of this section by January 1, 2012.

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<p>Documented Individual Accommodation Plans</p> <p>(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ul style="list-style-type: none"> ○ 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. ○ 2. The means by which the employee is assessed on an individual basis. ○ 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. ○ 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the 	<p>Human Resources</p>	<p>Will work with a 3rd consultant: * to review and update CPA existing accommodation processes to ensure compliance with AODA</p> <p>*to develop a written process for IAP</p> <p>*to prepare a communication strategy to communicate obligation to all employees</p>	<p>January 2016</p>	
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employee is not represented by a bargaining agent, in the development of the accommodation plan.

- 5. The steps taken to protect the privacy of the employee's personal information.
- 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
- 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

(3) Individual accommodation plans shall:

- (a) if requested, include any information regarding accessible formats and communications supports provided,
- (b) if required, include individualized workplace emergency response information,
- (c) identify any other accommodation that is to be provided.

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<p>Return to Work Process</p> <p>(1) Every employer, other than an employer that is a small organization,</p> <ul style="list-style-type: none"> • shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and • shall document the process. <p>(2) The return to work process shall:</p> <ul style="list-style-type: none"> • outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and • use documented individual accommodation plans, as described in section 28, as part of the process. <p>(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	Human Resources	Will work with a 3 rd consultant to review and update CPA existing process to ensure compliance with AODA	January 2016	
<p>Performance Management</p> <p>(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p> <p><i>“performance management” means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.</i></p>	Human Resources	Will work with a 3 rd consultant to implement and take into account the accessibility needs of individuals with disabilities, as well as accommodation	January 2016	

		needs with regard to performance management		
<p>Career Development and Advancement</p> <p>(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p> <p><i>“career development and advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</i></p>	Human Resources	Will work with a 3 rd consultant to review and update CPA existing process to incorporate AODA requirements.	January 2016	
<p>Redeployment</p> <p>(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p> <p><i>“redeployment” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.</i></p>	Human Resources	Will work with a 3 rd consultant to review and update CPA redeployment processes for possible barriers and revise as necessary to incorporate AODA	January 2016	

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