

## A. AODA – Multi-Year Accessibility Plan (2014 – 2019)

### Part I: Introduction and Background Information

CAA South Central Ontario has been successfully servicing our members and customers for over 110 years. Our vision is to be the leading membership organization in Canada by delivering first class quality service and unparalleled member satisfaction. As an organization, CAA SCO is committed to serving its members, Associates and the community.

#### **CAA SCO's Commitment to Accessibility**

CAA South Central Ontario is committed to providing goods and services to our Members, Clients and Customers in an Accessible manner. In recognition of the diverse needs of our Members, Clients and Customers, CAA shall ensure that our policies, procedures and practices address dignity, independence, integration and equal opportunity. We are committed to making every reasonable effort to accommodate people with disabilities, provided such accommodation does not cause CAA SCO undue hardship.

Inclusivity and accessibility are not only legislative requirements; they align with CAA SCO's core values. Preventing and removing barriers to our products/services and in our workplace makes sound business and economic sense. An accessible CAA SCO means we can continue to provide services to our Members and retain diverse talent, supporting our competitive advantage.

### Part II: Accessibility at CAA SCO

Our plan is a framework which provides high-level deliverables and activities over the next ten years. In order to fulfill our requirements, we have established an Accessibility Committee which is comprised of representatives across various areas of the organization who champion and are accountable for the successful implementation of the accessibility initiatives as they relate to AODA. The Committee is responsible for reviewing the annual status report, which will address the outcomes of the deliverables and activities as stated in this plan and contribute to changes of this plan as required.

To obtain this document in an alternate format, please contact [hr@caasco.ca](mailto:hr@caasco.ca) or call Aneika Ince-Mercer at 905.771.3000 ext.23044.



## Part III: CAA SCO Multi-Year Accessibility Plan

### Section I: General requirements

Initiative	AODA Requirement	Action	Status	Compliance Date
Establishment of Accessibility Policies	Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards	<ul style="list-style-type: none"> <li>• Policy complete and posted on CAA external website and internal intranet</li> </ul>	Complete	January 1, 2014
Accessibility Plans	<p>Organizations shall:</p> <p>(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements</p> <p>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request</p> <p>(c) review and update the accessibility plan at least once every five years.</p>	<ul style="list-style-type: none"> <li>• Established an AODA committee to understand and assess requirements</li> <li>• Committee responsible for creation of Accessibility Plan</li> <li>• AODA Committee identified barriers by soliciting feedback and subject-matter experts</li> <li>• AODA committee to meet ongoing until compliance deadlines have been met</li> </ul>	Ongoing	January 1, 2014
Training	Every organization shall ensure that training is provided on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	<ul style="list-style-type: none"> <li>• Establishment of AODA cross functional team</li> <li>• Develop training program to educate staff and managers on AODA legislation rolled out to all CAA SCO Associates</li> <li>• Assess training needs (e.g., separate training for managers and employee levels)</li> <li>• Training will be mandatory and training will be available online</li> <li>• Training to incorporate accessible format – review training modes and materials to determine what accessible formats - review training modes and materials to determine what accessible formats currently exist and what accessible functions may be incorporated in the training design</li> <li>• Determine mechanism for managing and tracking completion of training by CAA SCO Ontario people</li> </ul>	Complete	January 1, 2015



## Section II: Information and Communication Standards

Initiative	AODA Requirement	Action	Status	Compliance Date
Feedback	<p>Every organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.</p>	<p>The AODA Committee has engaged all necessary groups who could potentially process requests for accessible formats and discussed how to escalate.</p> <ul style="list-style-type: none"> <li>• Determined all current feedback mechanisms</li> <li>• Developed understanding of current accessible formats and information and communication and technology tools available at CAA SCO to adequately respond to requests for accessible formats that take into consideration the requestor's disability needs</li> </ul>	Complete	January 1, 2015
Accessible Formats & Communication Supports	<p>Every organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports</p>	<ul style="list-style-type: none"> <li>• As needed, update current process for requesting accessible formats– including alternative methods of feedback if what is in place or is available doesn't meet the needs of the individual</li> <li>• Develop communication strategy for educating CAA SCO Associates on the availability of and process for requesting accessible formats and communication supports</li> <li>• Understand the functionality of accessible formats and communication supports available to better consult on requests for accessible formats that take into account the individual's disability needs</li> <li>• Develop a process for responding to, approving or declining a request</li> <li>• Incorporate language in marketing materials and website to advise that, in accordance with AODA, accessible format may be made available upon request</li> </ul>	Complete	January 1, 2016
Accessible Websites & Web Content	<p>Organizations shall make new internet websites and web content conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A by January 1, 2014. All web content will conform to WCAG 2.0 Level AA by January 1, 2021, unless excluded by legislation.</p>	<ul style="list-style-type: none"> <li>• Conducting an assessment on current web functionality to ensure compliance and adequate accessibility features</li> <li>• Ensure content owners are aware of requirements for existing web content</li> </ul>	Ongoing	January 1, 2021



### Section III: Employment Standards

Initiative	AODA Requirement	Action	Status	Compliance Date
Recruitment General	Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	<ul style="list-style-type: none"> <li>Review of all mechanisms for posting CAA SCO positions (website, campus posting etc.)</li> <li>Incorporate language into all postings, CAA SCO career websites to make applicants (internal/external) aware that AODA accommodation is available</li> </ul>	Complete	January 1, 2016
Recruitment, Assessment or Selection Process	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. 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 a disability.	<ul style="list-style-type: none"> <li>Incorporate language in all notifications to applicants for interview (email, letter, phone), that in accordance with AODA, accommodation is available upon request</li> <li>Encourage and provide more diversity-related training to Talent Attraction on how to engage in conversations to solicit and handle accommodation requests, in accordance with AODA</li> <li>Educate Talent Team on inclusive selection strategies and how to implement and an accommodation request</li> <li>Review of recruitment process (tests, assessment, rooms) to ensure barriers may be removed or accessible features provided, upon request in accordance with AODA</li> </ul>	Complete	January 1, 2016
Notice to Successful Applicants	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	<ul style="list-style-type: none"> <li>Incorporate in offer letter a section regarding CAA SCO's accessibility policies</li> </ul>	Complete	January 1, 2016



Initiative	AODA Requirement	Action	Status	Compliance Date
<p>Informing Employees of Supports</p>	<p>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>Employers shall provide this information to new employees as soon as practicable after they begin their employment.</p> <p>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>	<ul style="list-style-type: none"> <li>• Develop change and communication strategy to educate and advise CAA SCO people on CAA SCO's accessibility policies, plan and processes</li> <li>• Accessibility policies and processes to be incorporated in onboarding process</li> <li>• Develop process and strategy to communicate any policy changes by email and on intranet</li> </ul>	<p>Complete</p>	<p>January 1, 2016</p>
<p>Accessible Formats and Communication Support for Employees</p>	<p>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, (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> <p>The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> <li>• Educate employees and management on the availability of accessible format and communication supports; in accordance with AODA</li> <li>• Educate employees and management on process for requesting accessible formats and communication supports</li> <li>• Review current ergonomic assessment process</li> <li>• Develop a process for consulting with employees to determine accommodation needs</li> </ul>	<p>Ongoing</p>	<p>January 1, 2016</p>



Initiative	AODA Requirement	Action	Status	Compliance Date
<p>Workplace Emergency Response Information</p>	<p>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>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>Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p> <p>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.</p>	<ul style="list-style-type: none"> <li>• Established process to provide people in Ontario who request, or for whom CAA SCO is aware of the need for accommodation due to the employee's disability, to receive individualize workplace emergency response informatio</li> <li>• CAA SCO process for creating Individualized Workplace Emergency Response Information includes a mechanism to obtain consent from the CAA SCO person to share the information with those designated to provide assistance in the event of an emergency</li> <li>• Upon request, management will work with the individual who requires accommodation, to provide Individual Workplace Emergency Response Information as soon as possible</li> <li>• CAA SCO process for creating Individualized Workplace Emergency Response Information includes guidelines for when plans and information are to be reviewed due to a move, or change in accommodation needs</li> </ul>	<p>Complete</p>	<p>January 1, 2012</p>



Initiative	AODA Requirement	Action	Status	Compliance Date
<p>Documented Individual Accommodation</p>	<p>Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved.</li> <li>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 employee is not represented by a bargaining agent, in the development of the accommodation plan.</li> <li>5. The steps taken to protect the privacy of the employee's personal information.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to a disability.</li> </ol>	<ul style="list-style-type: none"> <li>• Develop documented plans that will incorporate the required elements.</li> <li>• Educate CAA SCO people and management on the Accessibility policies and processes and procedures for requesting individual plans</li> <li>• Develop change and communication plan to support awareness of process for, and availability of, individual accommodation plans in accordance with AODA</li> </ul>	<p>Complete</p>	<p>January 1, 2016</p>



Initiative	AODA Requirement	Action	Status	Compliance Date
Return to Work Process	Employers 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. The return to work process shall be documented. and shall, (a) 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 (b) use documented individual accommodation plans, as part of the process.	<ul style="list-style-type: none"><li>• Liaise with benefits carrier to conduct a review of the current return to work process</li><li>• Update and document return to work process based on gaps and compliance requirements</li></ul>	Complete	January 1, 2016
Performance Management	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.	<ul style="list-style-type: none"><li>• Take into account the accessibility needs of employees with disabilities when using performance management processes</li></ul>	Ongoing	January 1, 2016





Initiative	AODA Requirement	Action	Status	Compliance Date
Career Development & Advancement	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.	<ul style="list-style-type: none"> <li>• Review of current training and professional development materials to determine accessibility features</li> <li>• Ensure all future developed training and materials are developed with accessibility features in mind</li> <li>• Ensure promotion criteria, practices and processes take into account individual accommodation needs and plans in accordance with AODA</li> </ul>	Ongoing	January 1, 2016
Redeployment	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.	<ul style="list-style-type: none"> <li>• Review and update of current transfer and redeployment practices and processes to ensure accommodation plans are referenced</li> <li>• Educate hiring managers to ensure redeployment efforts/activities take into account the employee's accommodation needs</li> </ul>	Ongoing	January 1, 2016

## Part IV: Closing Statements

In accordance with the AODA and with CAA SCO's mission of treating all people in a way that allows them to maintain their dignity and independence while creating an inclusive work environment for CAA SCO Associates to develop to their full potential, the multi-year Accessibility plan is posted on CAA SCO's website and will be reviewed and updated at least every 5 years.

For the public: If you have any questions, or have feedback related to CAA SCO's Multi-Year Accessibility Plan, please email [hr@caaso.ca](mailto:hr@caaso.ca) or call us at 905.771.3000 ext.23044.

For CAA SCO Associates: If you have any questions, or have feedback related to CAA SCO's Multi-Year Accessibility plan, please contact your HR Consultant.