

Catholic Centre for Immigrants (CCI)  
Multiyear Accessibility Plan  
**April 18<sup>th</sup>, 2017**

CCI is committed to providing a barrier-free workplace and promoting respect for all people. To fulfill this commitment, CCI provides accommodations for workers and clients in instances where the work environment has a discriminatory effect on their ability to participate fully in work-related activities. CCI will make every reasonable effort short of undue hardship to create a workplace environment that is as free from barriers as possible.

## **A. GENERAL STANDARDS**

### **Training**

CCI will provide training to employees and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and volunteers.

This training shall include:

1. A review of the purposes of the AODA and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and instruction about the following matters:
  - How to interact and communicate with persons with various types of disabilities.
  - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  - How to use equipment or devices available on our premises that may help with the provision of services to a person with a disability.
  - What to do if a person with a particular type of disability is having difficulty accessing our services.
2. A review of the requirements of the Accessibility Standards referred to in the AODA Integrated Accessibility Standards (Ontario Regulation 191/11) and on the Human Rights Code as it pertains to persons with disabilities.

Training must be provided to:

- All employees, and volunteers
- All people who participate in developing the organization's policies, and

The training provided shall be appropriate to the duties of the employees and volunteers. Training shall take place as soon as is practicable and upon completion, Human Resources shall keep a record of the training provided including the dates on which accessibility training took place.

## **Feedback**

Feedback on how services were delivered to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented and tracked. Feedback shall be collected by phone at the CCI, by the service delivery personnel in person or by email to Human Resources. Feedback shall be accepted in accessible formats and with other communication supports as required.

## **Documentation**

Documentation that describes this Policy and each of its requirements and any information and communication that the CCI provides to the public shall be maintained and provided to individuals, upon request, in the appropriate format or communication support in a timely manner at no cost.

## **B. CUSTOMER SERVICE STANDARDS**

### **Assistive Devices**

CCI will ensure that Staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

### **Service Animals**

CCI welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support Persons**

A person with a disability who is accompanied by a support person is welcome to have that person accompany them on our premises. Support persons are not subject to any admission requirements to attend CCI held events when accompanying a person with a disability.

### **Communications**

When communicating with a person with a disability, CCI employees and volunteers shall do so in a manner that respects the person's dignity and facilitates the back and forth flow of information.

Publications printed by CCI shall be made available in alternate formats, upon request by people with disabilities.

## **C. INFORMATION AND COMMUNICATION SUPPORT STANDARDS**

### **Communication**

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

## **Accessible Websites and Web Content**

Internet websites and web content controlled directly by CCI, or through a contractual relationship that allows for modification of the product, shall 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 AODA Integrated Accessibility Standards.

## **Emergency Procedures, Plans and Information**

CCI shall provide all existing emergency procedures, plans and safety information upon request in an accessible format or with appropriate communication supports in a timely manner.

## **D. EMPLOYMENT STANDARDS**

### **Recruitment**

CCI shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are invited for an interview shall be notified that accommodations are available upon request. CCI shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability.

Successful applicants shall be notified about CCI's policies for accommodating employees with disabilities as part of their offer of employment.

### **Employee Supports**

CCI will inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that takes into account an employee's accessibility needs due to disability. CCI will provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all 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.

### **Accessible Formats and Communication Supports for Employee**

Upon an employee's request, CCI 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.

CCI will consult with the employee making the request in determining the suitability of an accessible format or communication support.

### **Workplace Emergency Response Information**

If an employee's disability is such that workplace emergency response information is necessary and CCI is aware of the need for accommodation, this information shall be provided to the employee. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when CCI reviews its general emergency response plan.

### **Documented Individual Accommodation Plans**

1. A written process for the development and maintenance of documented individual accommodation plans shall be developed in consultation with employees with disabilities. The process for the development of documented individual accommodation plans shall include the following:

- a. The manner in which an employee requesting accommodation can participate in the development of an individual accommodation plan.
  - b. The means by which the employee is assessed on an individual basis.
  - c. 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.
  - d. The manner in which the employee can request the participation of a third party in the development of the accommodation plan.
  - e. The steps taken to protect the privacy of the employee's personal information.
  - f. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
  - g. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
  - h. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.
2. If requested, these plans shall include information regarding accessible formats and communications supports.
3. If requested, the plans shall include individualized workplace emergency response information.

### **Return to Work Process**

The CCI shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the CCI shall take to facilitate the return to work.

### **Performance Management and Career Development and Redeployment**

CCI shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

### **ENQUIRIES**

For further information regarding this multiyear work plan, contact: Executive Director and/or Designate (s).