

Introduction

The Integrated Accessibility Standards Regulation (IASR) of the AODA, requires non-profit organizations to develop multi-year accessibility plans that include targets and timelines for compliance with the IASR's multiple requirements, in addition to their activities relating to both the AODA Customer Service Standard and locally-identified barriers in by-laws, policies, programmes, practises, and services.

Aim and Objectives of the Plan

CICS strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

CICS is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities. Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

DEFINITIONS

For the purpose of this plan, the following definitions may apply:

“Accessible Formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

“Accessibility Standard” means an accessibility standard made by the Ontario Human Rights Code and AODA.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

“Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

“Communication Supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

“Disability” means

1. 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;
2. a condition of mental impairment or a developmental disability;
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
4. a mental disorder; or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

“Information” includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

“Mobility Aid” means a device used to facilitate the transport, in a seated posture, of a person with a disability.

“Mobility assistive device” means a cane, walker or similar aid.

“Management” includes the Executive Director, the Program Directors, the Program Managers and the Assistant Program Managers.

“Employees” includes all staff other than Management stated above.

“Clients” includes all persons receiving services from CICS

“Volunteers” includes all persons providing their time and efforts to assist in CICS’ operations without being paid.

CICS Progress to Date

From 2015 to 2021 CICS has made progress in creating an environment that encourages the involvement and inclusion of people with disabilities, as well as meeting the ongoing requirements of AODA legislation.

- We put into writing our commitment to the Customer Service Standard in the AODA with adoption of our Client Services “Accessible Customer Service” policy

- We confirmed our commitment to openness to service animals and support persons to assist people with disabilities with adoption of the policies on accommodation of service animals and support persons in specific service areas such as transportation and meal programs
- We established a process to receive and respond to feedback from clients
- We developed education and training materials for staff and volunteers regarding providing service to people with disabilities
- We trained staff and volunteers on accessible customer service
- All of CICS locations have accessible entrances
- We have confirmed our commitment to inclusiveness and access to a barrier free environment throughout all stages of the recruitment and selection process for employees and volunteers
- We have developed an accommodation process for employees
- We have implemented accessibility options when making modifications to the agency's website and printed materials
- Provided a mechanism through the agency's website for feedback from clients

5 CICS Commitment to Accessibility for 2023-2025

CICS is responsible for providing, where practicable, accessible, inclusive, barrier-free employment, facilities, services and opportunities compliant with the Ontario Human Rights Code and the AODA.

Management is responsible for managing the accommodation process in good faith by recognizing the need for accommodation, gathering relevant information, documenting a formal accommodation plan, and implementing, monitoring and reviewing conducted at a predetermined time frame.

Employees, Volunteers and Clients are responsible for initiating requests for accommodation, providing sufficient information to support accommodation needs, and participating in the implementation of any accommodation plan-

The Human Resources team is responsible for providing confidential advice to Management, Employees, Volunteers and Clients involved in the accommodation request and procedures, and ensuring accommodation is incorporated into CICS's policies and procedures.

6 GUIDELINES

6.01 Information and Communications Standard

CICS will create, provide, and receive information and Communications in ways that are accessible for people with disabilities.

1. Upon request, CICS will provide information and Communications in Accessible Formats and with communication supports; in a timely manner.
2. CICS will notify the public about the availability of Accessible Formats and Communication Supports and will consult with the person making the request regarding the suitability of the format or support needed.
3. CICS will ensure the feedback processes are accessible to persons with disabilities by providing or arranging for Accessible Formats and Communications Supports, upon request.
4. CICS will ensure the emergency procedures, plans or public safety information are available to the public and will provide such information in an Accessible Format or with appropriate Communication Supports as soon as practicable, upon request by the public.
5. As of January 1, 2014, CICS will redesign websites to conform with WCAG 2.0 Level A. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA.

6.02 Employment Standard

CICS recognizes and ensures that accessibility is built into all phases of the employment process.

1. Recruitment
CICS will notify the internal and external job applicants that, accommodation is available upon request by the individuals with disabilities during the recruitment process.
CICS will consult with the applicant and provide or arrange a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
When making offers of employment, CICS will notify the successful applicant of its policies for accommodating employees with disabilities.
2. Accessible format and communication support
CICS will inform Employees, including the new Employees, of the support to the Employees with disabilities, including any job accommodations that take into account an Employee's accessibility needs.
CICS will consult with the Employee to provide or arrange the Accessible Formats and Communication Supports for information that is needed in order to perform the Employee's job and information that is generally available to Employees in the workplace with the consult with the Employee making the request to determine the suitability of an Accessible Format or Communication Support.
3. Workplace emergency response
CICS will provide workplace emergency response information to its Employees. An alternative emergency plan will be constructed in cooperation with the Employee with a disability upon request, when individualized information is necessary.
4. Individual accommodation plan
CICS will ensure accommodation plan is provided to the Employees with disabilities upon request. The

process for the development of the documented individual accommodation plans shall :

- a) recognize the need for accommodation when it is requested by the employee.
 - b) gather and assess relevant information to determine the accommodation plan.
 - c) construct a plan with the consult and cooperation of the Employee who makes the request for accommodation.
 - d) document a written individual accommodation plan and provide it to the employee.
 - e) ensure the accommodation plan be implemented, monitored and reviewed at predetermined time frames.
5. Return to work process
CICS will develop and ensure a return to work process for the Employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. The process will outline the steps CICS will take to facilitate the return to work of Employees and use documented individual accommodation plans.
6. Performance management
CICS will take into account the accessibility needs of the Employees with disabilities as well as any individual accommodation plans, when providing career development and conducting performance management.
7. Redeployment
CICS will take into account the accessibility needs of its Employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

6.03 Design of public spaces standard

CICS will integrate accessibility needs when constructing and maintaining new or redeveloped elements after 2015 of the public spaces.

1. Outdoor play spaces
When constructing new or redeveloping existing outdoor play spaces, CICS will incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and ensure that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space.
2. Exterior paths of travel
CICS will ensure that any new or redeveloped exterior paths of travel, including the exterior paths, ramps, stairs, curb ramps, accessible pedestrian signals and rest areas will meet the requirements set out in the AODA standards.
3. Accessible parking
CICS will ensure that any new or redeveloped accessible parking, including the access aisles, signals, off-street parking spaces will meet the requirements set out in the AODA standards.
4. Obtain services
 - a) When constructing or re-developing, CICS will ensure at least one service counter that accommodates a mobility aids clearly identified with signage, where there are multiple queuing lines and service counters.
 - b) When constructing or re-developing, CICS will ensure that the fixed queuing guides will provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.
 - c) When constructing or re-developing the existing waiting area, CICS will ensure that the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.

7. Training

CICS will ensure that training is provided on the requirements of the accessibility standards to all Employees and volunteers, all persons who participate in developing CICS's policies, and all other persons who provide goods, services or facilities on behalf of CICS.

The training on the requirements of the Accessibility Standards will be appropriate to the duties of the Employees, volunteers and other persons as soon as practical after the person commences the duties and whenever there is a change to existing policies and procedures.

8. **Communication of Multi-Year Accessibility Plan**

The copy of the plan will be made available upon request.

Contact information:

For more information please contact at: hr@cicscanada.com