

## CANARIE Multi-Year Accessibility Plan

Updated June 2021

### AODA Customer Service Standard

CANARIE is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. CANARIE is compliant with the Customer Service Standard.

Description	Action	Responsibility	Status
Training	CANARIE will train all new employees who interact with third parties and the public, and all members of the team who develop policies and procedures for CANARIE, on the provision of goods and services to persons with disabilities.	Finance	Done

### AODA Integrated Standards

#### General

Description	Action	Responsibility	Status
Establishment of Accessibility Policy to comply with Ontario Regulation 191/11	<ul style="list-style-type: none"> <li>CANARIE will develop an accessibility policy for the Integrated Standards that apply to CANARIE, including Information and Communication and Employment.</li> <li>CANARIE will outline the strategy to prevent and remove barriers for persons with disabilities in this plan.</li> <li>The policy will be publicly available in an accessible format when requested.</li> </ul>	Human Resources	Done

Description	Action	Responsibility	Status
Staff Training	<ul style="list-style-type: none"> <li>CANARIE will train all employees and all persons who participate in developing our policies, on the requirements of the accessibility standards and the Human Rights Code as it pertains to persons with disabilities.</li> <li>CANARIE will maintain a record of training.</li> </ul>	Human Resources	Done
Statement of Commitment	<ul style="list-style-type: none"> <li>CANARIE will develop a statement of commitment that summarizes its commitment to meeting the accessibility of people with disabilities. It will be communicated with staff and posted on CANARIE's website.</li> </ul>	Human Resources	Done

## AODA Information and Communication Standard

CANARIE will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.

We will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Description	Action	Responsibility	Status
Feedback	<ul style="list-style-type: none"> <li>CANARIE will ensure that the processes for receiving and responding to feedback are accessible and available in alternate formats when requested.</li> </ul>	Marketing Human Resources	Done
Accessible formats and communication support	<ul style="list-style-type: none"> <li>CANARIE will evaluate options for various accessible formats.</li> <li>CANARIE will consult with the person making the request to determine a suitable accessible format which takes into account the person's disability.</li> <li>Accessible formats will be made available in a timely manner and at a cost that is no more than the regular cost charged to other persons.</li> <li>CANARIE will establish a list of sign language interpreters.</li> </ul>	Human Resources	Done

Description	Action	Responsibility	Status
Accessible formats and communication supports	<ul style="list-style-type: none"> <li>CANARIE will develop a policy and process</li> </ul>	Human Resources	Done
Accessible websites and web content that conform with WACG2.0 level AA	<ul style="list-style-type: none"> <li>CANARIE will ensure that all existing and new websites and web content will conform to WACG 2.0 Level AA.</li> </ul> <p>Note: All WCAG 2.0 requirements only apply to websites, web content and web-based applications that CANARIE controls, directly or through a contractual relationship and where meeting the requirements are technically feasible.</p>	Marketing	Done

## AODA Employment Standard

We will notify employees, potential hires, and the public that accommodations can be made during recruitment and hiring. We will notify staff that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. Our performance management, career development, and redeployment processes will take into account the accessibility needs of all employees.

Description	Action	Responsibility	Status
Recruitment, Assessment and Selection	<ul style="list-style-type: none"> <li>CANARIE will notify internal and external job applicants that accommodations for disabilities will be provided when requested and to support their participation in all aspects of the recruitment process.</li> <li>CANARIE will make its Accommodation Policy available to job applicants</li> </ul>	Human Resources	Done
	<ul style="list-style-type: none"> <li>Notification of accommodations will be included on all job postings.</li> <li>Alternate formats will be provided when requested.</li> </ul>	Human Resources	Done

Description	Action	Responsibility	Status
	<ul style="list-style-type: none"> <li>CANARIE will consult with the applicant to determine suitable accommodation for the applicant's disability and provide accommodation or support accordingly.</li> </ul>		
Notice to successful applicants	<ul style="list-style-type: none"> <li>When making an offer of employment, CANARIE will advise the employee of CANARIE's policies to provide accommodation for disability, both verbally and in writing within the offer package.</li> </ul>	Human Resources	Done
Informing employees of support	<ul style="list-style-type: none"> <li>CANARIE will inform employees of our policies used to support employees with disabilities. This will be provided through training on our accessibility policies.</li> <li>When requested, CANARIE will provide communication support for employees to perform their jobs. Such support may include screen readers, large print documents, or a quiet location to perform their work. Such support will be made available to employees in the workplace.</li> </ul>	Human Resources	Done
Individualized Emergency Response Information	<ul style="list-style-type: none"> <li>When requested, CANARIE will develop and document an individualized emergency response information plan.</li> <li>CANARIE will communicate to all employees that this plan is available for employees with temporary or permanent disabilities.</li> </ul>	Human Resources JHSC	Done
Documented Individual Accommodation Plans	<ul style="list-style-type: none"> <li>CANARIE will ensure that employees with disabilities are provided with the appropriate accommodations to meet the specific needs of the individual.</li> <li>CANARIE will work with employees, when requested, to prepare and document individual accommodation plans.</li> <li>The plan will be a written process for the accommodation of employees with disabilities and will be provided in an accessible format when requested.</li> </ul>	Human Resources Managers	Done
Return to work process	<ul style="list-style-type: none"> <li>CANARIE will develop and document a return-to-work process for employees who have been absent from work due to a disability</li> </ul>	Human Resources Managers	Done

Description	Action	Responsibility	Status
	and require disability related accommodations in order to return to work.		
Performance management, career development and advancement	<ul style="list-style-type: none"> <li>• CANARIE will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when providing feedback to employees regarding their performance.</li> <li>• CANARIE will consider the accessibility needs as well as individual accommodation plans for employees with disabilities when providing career development and advancement.</li> </ul>	Human Resources Managers	Done