



1 Accessibility Policy

1.1 Objective

CCSA is committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. CCSA is 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 (AODA, 2005)*.

1.2 Guidelines

- (a) **Compliance with Accessibility Standards:** To ensure compliance with accessibility standards, CCSA will carry out functions and responsibilities in the following areas:
 - (i) **Communication:** CCSA will communicate with visitors in ways that take into account their disabilities. We will ensure that all communication respects and promotes the dignity and independence of people with disabilities.
 - (ii) **Accessible Formats and Communication Supports:** Unless deemed unconvertible, CCSA will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual. CCSA will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability. CCSA will make the availability of accessible formats and communication supports publicly known.
 - (iii) **Accessible Websites and Web Content:** Our Internet websites will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, according to the schedule set out in the AODA Integrated Accessibility Standards.
 - (iv) **Assistive Devices:** CCSA is committed to serving visitors who use assistive devices to obtain, use or benefit from our goods and services.
 - (v) **Use of Support People and Service Animals:** CCSA is committed to welcoming people with disabilities who are accompanied by a support person or a service animal. Any person with a disability who needs to be accompanied by a support person for help with communication, mobility, or personal or medical care will be allowed to enter CCSA's premises with the support person. At no time will a person with a disability be prevented from having access to his or her support person while on our premises.

Similarly, we are committed to welcoming people with disabilities who are accompanied by a service animal. They will be allowed to enter CCSA's premises with their service animals.
 - (vi) **Notice of Temporary Disruption:** CCSA will provide visitors with reasonable notice in the event of a disruption in the facilities or services of CCSA used by people with disabilities. These facilities or services most notably include the elevators, the accessible bathroom on the basement level and the automatic doors at the building's entrance. This notice will have information about the reason for the disruption, the anticipated duration and any available alternative facilities or services.



- (b) **Non-Emergency and Emergency Evacuation:** CCSA will provide safe and effective evacuation procedures for mobility impaired visitors. A member of CCSA's Emergency Evacuation Team (EET) will monitor and assist those requiring assistance. Members of the EET will be familiar with required techniques to assist.

During an evacuation, in collaboration with or in the absence of a support person, a member of the EET will locate the person requiring assistance and guide them according to the proper technique.

- (c) **Training:** CCSA will train all staff who interact with the public on the following topics:
- (i) An overview of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the customer service standard;
 - (ii) CCSA's plan related to the requirements of the *Accessibility Standards for Customer Service* (Ontario Regulation 429/07);
 - (iii) How to communicate with people with various disabilities;
 - (iv) How to interact with people with disabilities, including those with assistive devices or who require the assistance of a support person or service animal;
 - (v) How to assist a person with a disability who is having difficulty accessing CCSA's services; and
 - (vi) How to use equipment or devices available at CCSA that could help with providing services to people with disabilities.

Human Resources will maintain training records within employees' files. Employees will acknowledge and sign that they have read and understood the policy, as well as the name of the trainer and date of the training.

- (d) **Feedback Process:** Visitors who wish to provide feedback about CCSA's provision of goods and services to people with disabilities can provide that feedback in person, by email (info@ccsa.ca) or by phone (613-235-4048 ext. 254). All feedback will be addressed by the Human Resources division. Responses will be provided within two business days.

1.3 Notice of Availability

Any member of the public can request in person, by email or by phone a copy of this policy. It will be provided in a suitable format that takes into account a person's disability. The format will be agreed upon by CCSA and the requestor.

1.4 Modifications to this Policy

Any part of this policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Approved by Senior Leadership Team, June 2016