



# Multi-Year Accessibility Plan

## Statement of Commitment

The Canadian Centre on Substance Use and Addiction (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)*. This 2019–2021 accessibility plan outlines the policies CCSA will put in place and the actions it will take to improve opportunities for people with disabilities.

## Accessible Emergency Information

CCSA is committed to providing visitors with publicly available emergency information in an accessible format, upon request. We will also provide employees with disabilities with individualized emergency response information, as required.

## Training

CCSA provides training to all employees and other staff members on Ontario's accessibility laws and on the Ontario *Human Rights Code* as it relates to people with disabilities. Training will be provided in a manner that best suits the duties of these employees and other staff members.

CCSA took the following steps to ensure employees were provided with the training needed to meet Ontario's accessibility laws by January 1, 2015:

- Training was delivered for all Integrated Accessibility Standards Regulation (IASR) requirements that apply to CCSA.
- Training was delivered on the Ontario *Human Rights Code*, as it relates to disabilities.
- CCSA maintains a record of all individuals who received training and the dates of the training.
- All new employees will be trained as hired.
- Specialized training will be provided, as needed, by staff to fulfill the IASR requirements.

## Information and Communications

CCSA is committed to meeting the communication needs of people with disabilities. In response to any requests for information in alternative, accessible formats, CCSA will consult with the person making the request to determine and address their accessibility needs.



## **Website Accessibility**

CCSA has taken the following steps to make the CCSA corporate website conform with WCAG 2.0, Level AA:

- Include sub-titles and captions in addition to providing descriptive transcripts for audio and video related media;
- Ensure instructions, important graphics and any charts or illustrations do not only rely on one sense (e.g., sound or colour);
- Avoid using sounds that play automatically;
- Ensure all audio files have start, stop and pause buttons;
- Ensure there are no moving, blinking or scrolling elements that last more than five seconds;
- Provide an option to pause, stop or hide any moving, blinking or scrolling content;
- Ensure that there is no automatic loading of content;
- Ensure there is no website content that pulses more than three times per second;
- Ensure forms are submitted only when a user takes action (i.e., clicks the submit button);
- Ensure there are no automatic popup windows;
- Ensure users can navigate the CCSA using a keyboard and can access features or sections of a page in the order in which they were intended to be accessed;
- Provide contact details on all pages requiring input;
- Present content in meaningful sections and use headings to denote the level of sections within a page; and
- Determine if lists should be ordered or unordered, and format them accordingly.

CCSA will take the following steps to improve accessibility for all CCSA satellite websites by January 1, 2021:

- Review the accessibility of the CCSA websites;
- Ensure that the CCSA satellite websites conform with WCAG 2.0, Level AA; and
- Train the CCSA web team, as needed, to support the additional accessibility requirements of WCAG 2.0, Level AA.

## **Feedback Process**

CCSA took the following steps to ensure existing feedback processes were accessible to people with disabilities upon request by January 1, 2015:

- Reviewed all existing feedback processes;
- Created a feedback process to receive and respond to feedback in multiple formats such as telephone, mail, email and in person; and
- Included a statement on the CCSA website informing the public of the accessible feedback process.

## **Publicly Available Information**

CCSA took the following steps to ensure all publicly available information is made accessible upon request:

- Post the CCSA Accessibility Policy and Multi-Year Accessibility Plan on a dedicated accessibility page on the CCSA website;



- Post a notice on the CCSA website indicating that information is available in a variety of accessible formats;
- Ensure that all publicly available information includes contact information to easily request materials in an alternative, accessible format;
- Train communications staff, as needed, in developing and providing accessible formats and communication supports, or source services externally, as needed;
- Develop an organization-wide approach to facilitate the understanding and provision of accessible formats and communication supports; and
- Provide or arrange to provide accessible formats and communication supports to persons with disabilities at a regular cost, if any.

## Employment

CCSA is committed to fair and accessible employment practices. CCSA takes the following steps to notify the public and staff that, if requested, it will accommodate people with disabilities during the recruitment, assessment and hiring processes:

- Inform candidates that CCSA will accommodate candidates with disabilities during all stages of the selection process; and
- Consult with candidates to make accommodations during all stages of the selection process.

CCSA takes the following steps to ensure that the accessibility needs of employees with disabilities are taken into account during performance management and career development processes:

- Human Resources provides training for directors on how to use accommodation plans when managing performance for employees with disabilities;
- Takes into account the accessibility needs of its employees with disabilities, as well as any individualized accommodation plans, when providing career development and advancement opportunities;
- Discusses accommodations with employees to determine if they require any; and
- Documents individual accommodation plans.

CCSA took the following steps to put in place a process for developing individual accommodation and return-to-work plans for employees who have been absent due to a disability:

- Human Resources will provide training for directors on how to implement accommodation plans;
- Take into account the accessibility needs of its employees with disabilities, as well as any individualized accommodation or return-to-work plans or both;
- Discuss accommodations with employees to determine their needs; and
- Document any staff accommodation or return-to-work plans or both.

CCSA will conduct annual reviews of all of its procedures and policies to identify and eliminate barriers to accessibility.

## Kiosks

Should CCSA design, procure or acquire self-service kiosks, the needs of people with disabilities will be considered.



## Design of Public Spaces

In the event of a service disruption to any accessible public spaces, CCSA will notify the public of the service disruption and alternatives available. For meetings held off site, CCSA will ask participants about their accessibility needs.

## For More Information

For more information on this accessibility plan, please contact Human Resources.

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Accessible formats of this document are available upon request.

