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## **Accessibility Policy**

The purpose of this policy is to ensure that the Canadian Cancer Society (CCS) complies with all applicable provincial accessibility and human rights legislation as it pertains to accessibility of CCS' workplace and services for persons with disabilities.

CCS is governed by this policy and applicable legislation, in meeting the accessibility needs of persons with disabilities including employees, volunteers and members of the public who access our services. In the event that changes in accessibility-related legislation impose new or modified obligations on CCS than those set out herein, CCS will comply with such legislation and will review and amend this policy as appropriate.

### **Commitment**

CCS is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to accommodating the needs of persons with disabilities in our workplace, the provision of our services in a timely manner, preventing and removing barriers to accessibility and to meeting applicable statutory accessibility requirements.

### **Accessibility plan**

CCS will develop, document and maintain an accessibility plan outlining its strategy to achieve compliance with applicable accessibility legislation.

This accessibility plan will be reviewed and updated at least once every 5 years and will be posted on cancer.ca. Upon request, we will provide a copy of the accessibility plan in an accessible format.

### **Accessible customer service**

#### **Assistive devices**

- All persons are welcome to bring and use their own assistive devices on all CCS premises.
- CCS employees are trained to recognize a variety of assistive devices. If an individual requires assistance to ensure that they can effectively utilize their assistive devices while on CCS premises, our employees will provide assistance to the best of their abilities.
- Individuals using assistive devices are invited to contact the organization prior to their visit to ask about any physical or sensory barriers that they might encounter while on the premises and possible accommodations that can be made.

### **Communication**

- CCS communicates with stakeholders with disabilities in a way which considers their disability.
- Upon request, the organization will offer stakeholders alternate methods of accessing our communications that take into account their preferred method of communication.

### **Service animals**

- CCS welcomes persons with disabilities and their service animals. Service animals are permitted on all parts of the organization premises and event sites which are open to the public, as long as they remain under the control of the person requiring the service, and their presence is not otherwise excluded by law.
- If it is not readily apparent whether an animal accompanying an individual is a service animal, CCS may choose to request a letter from a physician, nurse practitioner or accredited service animal training institution confirming the animal's status.



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### **Support persons**

- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them into all publicly accessible CCS premises.
- A support person may be a paid attendant, volunteer, family member or friend and may help a person with a disability with a variety of things from communicating to helping with mobility or medical needs. If it is not readily apparent whether a person accompanying an individual is a support person, and it is relevant to the interaction or transaction, CCS employees may ask the individual for clarification.
- Support persons will not be charged applicable event or registration fees typically assessed for admission to CCS events.
- In the case of a visitor, the support person is required to follow all CCS sign-in procedures as required of all visitors.
- In the case of a support person for an employee, the support person is required to follow all CCS policies and procedures as required of all volunteers.

### **Notice of temporary disruption**

- In the event of a planned or unexpected disruption to CCS services or facilities which may impact persons with disabilities, the organization will make every effort to inform such persons as soon as is possible.
- CCS will post a notice informing of the reason for the disruption, its anticipated duration, if available and a description of alternative facilities or services, if available. The notice will be placed in all relevant locations to notify affected stakeholders.

### **Training employees and volunteers**

CCS will ensure that training is provided on the requirements of applicable accessibility and human rights legislation to:

- all our employees and volunteers
- all other persons who provide goods, services or facilities on behalf of CCS

The training will be appropriate to the duties of the employees, volunteers and other persons.

Employees will be trained when changes are made to this Policy, and new employees will be trained as part of their orientation.

Human Resources will keep a record of the training it provides.

### **Feedback**

CCS welcomes feedback on accessibility matters in our workplace and in the provision of our services. Any such feedback should be directed to: email: [accessibility@cancer.ca](mailto:accessibility@cancer.ca) phone: 1-888-939-3333 TTY: 1-866-786-3934 mail: 55 St Clair Avenue West, Suite 500, Toronto, Ontario, M4V 2Y7.

### **Accessible formats and communication supports**

Upon request, CCS will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities (including employees) in a timely manner that takes into account the person's accessibility needs due to disability. CCS will consult with the person making the request in determining the suitability of an accessible format or communication support and arrangements will be made in a timely manner.



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### **Accessible websites and web content**

CCS will ensure that our internet websites, including web content and web-based applications, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, except where this is impracticable.

### **Recruitment, assessment and selection**

CCS will notify our employees, applicants and the public about the availability of accommodations upon request for applicants with disabilities in our recruitment process.

If a selected applicant requests an accommodation, CCS will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.

When making offers of employment, CCS will notify the successful applicant of our policies for accommodating employees with disabilities.

### **Informing employees of support available**

CCS will continue to inform our employees of our policies (and any updates to policies) used to support employees with disabilities, including policies on the provision of job accommodations and return to work processes that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

### **Workplace emergency response information**

CCS will provide individualized workplace emergency response information to employees who have a disability if the disability is such that individualized information is necessary and CCS is aware of the need for accommodation due to the employee's disability. CCS will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, CCS will, with the consent of the employee, provide the workplace emergency response information to the person designated by CCS to provide assistance to the employee.

CCS will review the individualized workplace emergency response information when the employee moves to a different location in the organization and when the employee's overall accommodation needs or plans are reviewed.

### **Documented individual accommodation plans**

CCS will maintain a written process for the development of documented individual accommodation plans for employees with disabilities where such a plan is needed.

### **Return-to-work process**

CCS will maintain a documented return-to-work process for our employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return-to-work process outlines the steps CCS will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return-to-work process will not replace or override any other return-to-work process created by



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or covered under any other statute.

### **Performance management, career development and advancement and reassignment**

CCS will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when reassigning employees.

This Policy will be reviewed as required in the event of legislative changes. In the event of a conflict between this Policy and applicable provincial accessibility legislation, such legislation will govern.

### **Questions about this Policy**

This Policy has been developed to break down barriers and increase accessibility for persons with disabilities in our workplace and in the provision of our services. Questions about this Policy should be directed to your HR Business partner or [Accessibility@cancer.ca](mailto:Accessibility@cancer.ca)