

## **Accessibility for Ontarians with Disabilities Act: Multi Year Accessibility Plan**

### **Statement of commitment**

CCS is committed to meeting the needs of its employees and stakeholders with disabilities and to treating all persons in a way that allows them to maintain their dignity and independence. We believe in equal opportunity and integration. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and at a minimum, meeting applicable statutory accessibility requirements.

### **Multi year Plan:**

This multi year plan sets out CCS' achievements to date and our future strategies to meet accessibility requirements and ensure we are delivering on our commitment to remove barriers and improve opportunities for persons with disabilities. This is a five year plan covering 2021 – 2026. This plan will be monitored and reviewed on an annual basis to assess progress and adapt priorities as necessary to meet statutory requirements.

### **Policies**

CCS has implemented an accessibility policy which is posted on the CCS website and is reviewed on a regular basis. This policy includes the following components:

#### **Customer Service**

CCS is committed to providing accessible customer service to persons with disabilities. This means we provide goods and services to persons with disabilities with the same high quality and timeliness as others.

**Assistive devices:** all persons will continue to be welcome to bring and use their own assistive devices on all CCS premises that are publicly accessible.

**Information and Communication:** CCS is committed to making our information and communication accessible to persons with disabilities. Upon request, CCS will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

**Service animals:** CCS welcomes persons with disabilities and their service animals. Subject to other applicable legislation or public health requirements, service animals are permitted on all CCS premises and at event sites that are publicly accessible.

**Support persons:** A person with a disability who is accompanied by a support person will be welcome to have that person accompany them into all publicly accessible CCS premises.

**Notice of temporary disruption:** In the event of a planned or unexpected disruption to CCS services or facilities which may impact persons with disabilities, CCS will make every effort to inform such persons as soon as is possible.

**Training employees and volunteers:** CCS will ensure training is provided on the requirement of applicable accessibility and human rights legislation to all new employees and volunteers as part of their orientation. The training will be appropriate for their role and responsibilities.

**Accessible websites and web content:** CCS will ensure our internet website, including web content and web based applications, conform to WAG 2.0 level AA, except where this is impracticable.

### **Employment:**

**Recruitment, assessment, and selection:** As part of our recruitment process, all postings will stipulate that accommodations are available upon request for applicants with disabilities. Upon request, CCS will provide or arrange for suitable accommodations that take into account the applicant's accessibility needs due to a disability up to the point of undue hardship. When making an offer, CCS will notify successful applicants of our policies for accommodating employees with disabilities in the workplace.

**Informing employees of support available:** CCS will inform our employees of our policies to support employees with disabilities.

**Workplace emergency response information:** CCS will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individual information is necessary and CCS is aware of the need for accommodation due to a disability. Any individual plan will be reviewed if the employee moves to a different work location and when the overall accommodation plan is 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.

**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.

### **Design of public spaces:**

CCS currently does not maintain public spaces but if that changes, CCS will meet accessibility standards for public spaces under CCS' control and when modifying public spaces under CCS control.

### **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.