



Commercializing
Living Therapies

CCRM

Multi-Year Accessibility Plan

December 2017

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Message from Michael May, President and CEO

CCRM is committed to providing a barrier-free environment for all stakeholders including our clients, employees, job applicants, and any visitors who may enter our premises. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.

CCRM understands that we have a responsibility to ensure a safe, dignified and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, training and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort and, as a responsible organization, CCRM is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans and training programs, please visit our website at www.ccrm.ca.

Sincerely,

Michael H. May, PhD
President and CEO
CCRM

Introduction

CCRM strives to meet the needs of its employees and customers with disabilities, and is working hard to remove and prevent barriers to accessibility.

We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA). This accessibility plan outlines the steps CCRM is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how CCRM will play its role in making Ontario an accessible province for all Ontarians.

Overview AODA

In 2005, the provincial government enacted the AODA. The AODA is the first law of its kind in Canada dedicated to the integration of persons with disabilities in all aspects of life. The goal of this Act is to make Ontario fully accessible to persons with disabilities by 2025.

The Multi-Year Accessibility Plan is based upon requirements under the AODA. It contains the following five standards:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Built Environment

The first AODA standard to become law was the Customer Service Standard. This standard ensures that people with disabilities receive goods and services in a manner that takes into account the person's disability. Subsequently, the Integrated Accessibility Standards Regulation (IASR) was enacted and consists of three standards: Information and Communication, Employment and Transportation. The Built Environment Standard is the final standard to be released. This standard relates to the design of public spaces. While the Built Environment standard is still in its draft stages, CCRM understands the importance of an accessible Built Environment that allows for independence and participation for persons of all abilities. CCRM continues to upgrade and renovate its facilities and spaces, and will remove and/or eliminate barriers.

Integrated Accessibility Standards Regulation (IASR) Implementation

The following categories arise from the AODA and will also be reported in CCRM's Multi-Year Accessibility Plan:

1. General Requirements

2. Customer Service Standard
3. Integrated Accessibility Standards Regulation (IASR)
 - a. Employment
 - b. Information and Communication Systems
 - c. Transportation (does not apply to CCRM)
4. Built Environment

In accordance with the AODA, this Multi-Year Accessibility Plan will identify the activities to eliminate barriers at CCRM. We have merged the annual and multi-year plans and are making all reasonable efforts to update this plan annually.

Part 1: General Requirements

Procuring or Acquiring Goods, Services or Facilities

Commitment:

CCRM is committed to incorporating accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.

Actions Taken:

In accordance with the IASR, CCRM has implemented procurement processes that:

- Use accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so, upon request
- Will provide an explanation in instances where CCRM has decided that it is not practicable to incorporate accessibility criteria and features, upon request
- Provide training, awareness and tools in an accessible format to employees and customers, informing on changes to procurement procedures and purchasing criteria, upon request

Required legislative compliance: January 1, 2013

Status: Completed

Training

Commitment:

CCRM is committed to implementing a process to ensure that all employees are provided with training on the requirements of the IASR, AODA, CCRM's policies and procedures, and on the Ontario Human Rights Code as it pertains to persons with disabilities as soon as practicable.

Actions Taken:

In accordance with the IASR, CCRM will:

- Determine and ensure that appropriate training on the requirements of the IASR, AODA, CCRM's policies and procedures, and on the Ontario Human Rights Code as it pertains to persons with disabilities, is provided to all employees
- Ensure that the training is provided to persons referenced above as soon as practicable. Every employee has to take the online government e-learning course on AODA. Employees are provided with the CCRM Handbook with policies and procedures, which is also available on the CCRM's internal team drive
- Ensure training is updated as changes occur and employees are advised of the updates
- Keep and maintain a record of the training through certificates of completion.
- Ensure that training on any changes is provided to the prescribed policies on an ongoing basis

Required legislative compliance: January 1, 2014

Status: Completed

Part 2: Customer Service Standard

Commitment:

CCRM is committed to excellence in serving all members of the public, including persons with disabilities, and it will carry out its functions in a manner that delivers accessible service to all members of the public.

CCRM is committed to work and welcome visitors in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities have equitable services, in the same place and in a similar way as other members of the public.

Actions Taken:

The following measures have been implemented by CCRM:

- Providing education to all persons who, on behalf of CCRM, deal with the public or other third parties, or are involved in the development and approvals of members of the public service policies, practices, and procedures, including persons with disabilities
- Ensuring staff are trained and familiar with various assistive devices that may be used by members of the public with disabilities who are accessing CCRM's facility
- Tracking and retaining records of accessibility training
- Offering to communicate with members of the public by alternate means and formats if telephone communication is not suitable to their needs, upon request
- Providing members of the public with notice in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities, by placing such notices at all public entrances and service

counters on CCRM's premises and, when applicable, publishing on the CCRM website

- Ensuring the design and delivery of events and activities will be accessible to any member of the public and any items related to the event will be provided in an alternate format, upon request
- Committing to provide any goods produced by CCRM (e.g. reports, learning materials) in alternate formats and media to meet the needs of individuals, upon request
- Continuing to welcome and encourage feedback from persons with disabilities through multiple communication channels including: in-person, email, telephone, and CCRM's website
- Providing CCRM's Accessibility Service Policy in an appropriate accessible format, upon request
- Reporting compliance with the members of the Customer Service Standard on the Accessibility Compliance Reporting

Required legislative compliance: January 1, 2010

Accessibility Compliance Report submitted: December 18, 2014; December 21, 2017

Status: Completed

Part 3: Integrated Accessibility Standards Regulation (IASR)

Part 3 (a): Employment Standard

Workplace Emergency Response Information

Commitment:

Where CCRM is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

Actions Taken:

The following measures were implemented by CCRM:

- Individualized workplace emergency response information procedures have been developed for employees with disabilities, as required
- Individual Emergency Response Plans have been prepared for employees with a disability(ies), and who need to be accommodated according to their disability(ies)
- CCRM provides assistance to specific disabled employees, with prior consent, to help them evacuate the workplace in case of an emergency or disaster, as

required. These plans for providing assistance have been set out in Individual Emergency Plans for the employees

- These Individual Emergency Plans have been communicated to the employees' respective manager(s) and appropriate Health and Safety member(s), on an "as needed" basis
- On a regular basis, and as per the applicable terms of the IASR, CCRM will review and assess general workplace emergency response procedures and Individual Emergency Plans to ensure accessibility issues are addressed

Required legislative compliance: January 1, 2012

Status: Completed

Recruitment

Commitment:

CCRM is committed to fair and accessible employment practices that attract and retain employees with disability (ies), across all stages of the recruitment process.

Actions Taken:

In accordance with the IASR, CCRM will conduct the following:

- Notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process
- Review and modify existing recruitment policies, procedures and processes, as necessary
- Indicate that accommodation is available for applicants with disabilities, on CCRM's website, on job postings and on the job offers

Required legislative compliance: January 1, 2014

Status: Completed

Informing Employees of Supports

Commitment:

In accordance with the IASR, CCRM will inform all employees of policies that support employees with disabilities including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.

Actions Taken:

This will include:

- Providing information under this section as soon as practicable after the new employee begins employment (i.e., AODA online training, CCRM Handbook, website and policies)
- Keeping employees up-to-date on changes to existing policies on job accommodations with respect to disability

- In consultation with an employee, and upon request, CCRM will provide or arrange for provision of suitable accessible formats and communications supports for:
 - Information that is needed in order to perform the employee’s job
 - Information that is generally available to employees in the workplace

Required legislative compliance: January 1, 2014

Status: Completed

Documented Individual Accommodation Plans/Return to Work Process

Commitment:

CCRM will incorporate accessibility requirements under the IASR to ensure that barriers in accommodation and return to work processes are eliminated, and organizational policies surrounding accommodation and return to work are followed, where applicable.

Actions Taken:

CCRM’s existing policies include steps that CCRM will take to accommodate an employee with a disability and to facilitate an employee’s return to work after absenteeism due to disability. CCRM will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

CCRM will ensure that the process for the development of documented individual accommodation plans includes the following elements, in accordance with the provisions of the IASR:

- The manner in which the employee requesting accommodation can participate in the development of the plan
- The means by which the employee is assessed on an individual basis
- Protecting the privacy of the employee’s personal information
- Outlining the frequency in which individual accommodation plans will be reviewed and updated, and the manner in which this will be done
- Including in the process the means of providing the individual accommodation plan in a format that takes into account the employee’s accessibility needs
- If individual accommodation plans are established, they will include:
 - Individual Emergency Plans and Emergency Response Information
 - Any information regarding accessible formats and communication supports that have been provided for or arranged, to provide the employee with:
 - Information that is needed to perform the employee’s job
 - Information that is generally available to employees in the workplace
- Identify any other accommodation to be provided to the employee

CCRM will ensure that the return to work process as set out in its existing policies outlines the steps CCRM will take to facilitate the employee’s return to work after a disability-related absence, outlines the development of a written individualized return to

work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.

Required Legislative compliance: January 1, 2014

Status: Completed

Performance Management, Career Development and Redeployment

Commitment:

CCRM will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using its performance management process with respect to employees with disabilities
- When providing career development and advancement to its employees with disabilities
- When redeploying employees with disabilities

Actions Taken:

In accordance with the IASR, CCRM will:

- Review, assess and, as necessary, modify existing policies, procedures and training to ensure compliance with the IASR
- Take into account the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans when:
 - assessing performance
 - managing career development and advancement
 - redeployment is required
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities, including notification of the ability to provide accommodations on internal job postings

Required Legislative compliance: January 1, 2014

Status: Completed

Part 3 (b): Information and Communication Standard

Feedback, Accessible Formats and Communication Supports

Commitment:

CCRM is committed to making company information and communications accessible to persons with disabilities. CCRM will incorporate new accessibility requirements under the Information and Communication standard to ensure that its information and communications systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

Planned Actions:

In accordance with the IASR, CCRM will:

- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request, and in a timely manner and at no additional cost
- More broadly, as a general principle where accessible formats and communication supports for persons with disabilities are requested:
 - Provide or arrange for the provision of such accessible formats and communication supports
 - Consult with the person making the request to determine the suitability of the accessible format or communication support
 - Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability
 - Notify the public about the availability of accessible formats and communication supports

Required legislative compliance: January 1, 2014 – Feedback

January 1, 2015 – Information Accessible

Status: Completed

Accessible Websites and Web Content

Planned Action:

In accordance with the IASR, CCRM will:

- Ensure CCRM's public website www.ccrm.ca is compatible with third party accessibility software; accessible alternate versions can be provided if technology permits
- Ensure AODA compliance is included as one of the criteria in selecting technology vendors for new website development initiatives
- Make our website and web content accessible according to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0
- Make public emergency information accessible when requested

Required Legislative Compliance:

January 1, 2014 – WCAG 2.0 Level A – new Internet websites and web content

January 1, 2021 – WCG 2.0 Level AA – all Internet websites and web content, except where meeting the above-mentioned requirements is not practicable due to, among other things, (a) the availability of commercial software or tools or both, and (b) significant impact on an implementation timeline that was planned or initiated before January 1, 2012.

Status: January 1, 2014, requirements – Completed

January 1, 2021, requirements – In progress

Part 4: Built Environment Standards

Commitment:

Where CCRM leases property, or undertakes to build new structures, CCRM is committed to working together with the landlord to meet the design and accessibility requirements of AODA to remove barriers in public spaces, such as outdoor public eating areas, walkways and accessible parking on and off the street.

Actions Taken:

- Work with the landlord to consider accessibility best practices for new workplace design and improvements to the built environment
- In cooperation with the landlord, ensuring accessible hallways, pathways and entrance ramps are maintained

Required Legislative compliance: January 1, 2017

Status: Completed

For More Information

For more information on this accessibility plan, please contact info@ccrm.ca.

CCRM's website: www.ccrm.ca.

Standard and accessible formats of this document are free, on request, via email at info@ccrm.ca.

This is a living document and may be updated at any time to reflect CCRM's ongoing commitment to accessibility.