

## Multi-Year Accessibility Plan, 2012-2021

*Accessibility for Ontarians with Disabilities Act (AODA), 2005 – Ontario Regulation 191/11, Integrated Standards Regulation (IASR)*

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### Intent

This 2012 to 2021 accessibility plan outlines the policies and actions that CPA Canada will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

### Statement of Commitment

CPA Canada believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

Deadline (Jan 1)	ACT Section and Description	Action	Status	Responsibility
2012	<b>Part III: Employment Standards</b>  27. Workplace Emergency Response Information  <ul style="list-style-type: none"> <li>Provide individualized workplace emergency response information to</li> </ul>		Compliant	Office Services

	<p>employees who have a disability</p> <ul style="list-style-type: none"> <li>• If an employee who receives individualized emergency response information requires assistance and with the employee's consent, we shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</li> <li>• The required information will be provided as soon as is practicable after we become aware of the need for accommodation due to the employee's disability</li> <li>• Individualized workplace emergency response information will be reviewed: <ul style="list-style-type: none"> <li>a. When the employee moves to a different location in the organization,</li> <li>b. When the employee's overall accommodations needs or plans are reviewed and</li> <li>c. When we review our general emergency response policies.</li> </ul> </li> </ul>			
Deadline ( Jan 1 )	ACT Section and Description	Action	Status	Responsibility
2014	<p><b>Part 1: General</b></p> <p>3. Establishment of Accessibility Policies</p>			

	<ul style="list-style-type: none"> <li>• Develop, implement and maintain policies governing how CPA Canada will achieve accessibility.</li> </ul> <p>4. Accessibility Plans</p> <ul style="list-style-type: none"> <li>• Establish, implement, maintain and document a multi-year accessibility plan</li> <li>• Post the accessibility plan on our websites.</li> <li>• Provide the plan in an accessible format upon request.</li> <li>• Review and update the accessibility plan at least once every five years</li> </ul> <p>14. Accessible Websites &amp; Web Content</p> <ul style="list-style-type: none"> <li>• Make new CPA Canada websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 – Level A</li> </ul>	<ul style="list-style-type: none"> <li>• Establish integrated standards policy</li> </ul> <ul style="list-style-type: none"> <li>• Develop a multi-year accessibility plan in consultation with Human Resources</li> </ul> <ul style="list-style-type: none"> <li>• Engage an external firm to review current websites and provide guidance to meet requirements</li> <li>• Implement requirements to conform with WCAG-2.0 –Level A</li> </ul>	<p>Compliant</p> <p>Compliant</p> <p>Compliant</p> <p>Compliant</p>	<p>HRCC Human Resources</p> <p>Human Resources</p> <p>Information Technology Human Resources</p> <p>Information Technology Human Resources</p>
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<b>Deadline (Jan. 1)</b>	<b>Act Section and Description</b>	<b>Acton</b>	<b>Status</b>	<b>Responsibility</b>
<b>2015</b>	<p><b>Part 1: General</b></p> <p><b>7. Training</b></p> <ul style="list-style-type: none"><li>• Ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation as it pertains to persons with disabilities, to:</li></ul> <ul style="list-style-type: none"><li>• All employee</li><li>• All volunteers</li><li>• All persons who participate in developing the organization’s policies and</li><li>• All other persons who provide goods, services or facilities on behalf of the organization</li></ul>	<ul style="list-style-type: none"><li>• Source training vendors and a platform to deliver training to employees, volunteers and contractors</li><li>• Implement training program.</li></ul>	<p>Compliant</p> <p>Compliant</p>	<p>Human Resources Corporate Citizenship Management Committee</p>

	<p><b>Part II: Information and Communications Standard</b></p> <p>11. Feedback</p> <ul style="list-style-type: none"> <li>• Ensure that the processes for receiving and responding to feedback are accessible to persons with disabilities</li> <li>• Provide or arrange for accessible formats and communication support on request</li> </ul>	<ul style="list-style-type: none"> <li>• Identify sources of internal and external feedback</li> <li>• Determine alternate formats</li> <li>• Review and update process as required</li> </ul>	Compliant	Human Resources
<b>Deadline (Jan. 1)</b>	<b>Act Section and Description</b>	<b>Action</b>	<b>Status</b>	<b>Responsibility</b>
2016	<p><b>Part II: Information and Communication Standards</b></p> <p>12. Accessible Formats &amp; Communications Supports</p> <ul style="list-style-type: none"> <li>• Upon request, provide or arrange for provision of accessible formats and communications supports: <ul style="list-style-type: none"> <li>a) In a timely manner taking into</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Review and update process for accessibility requests</li> <li>• Identify suppliers for accessible formats</li> </ul>	Ongoing	Human Resources



	<p>the provision of a, suitable accommodation in a manner taking into account the applicant's accessibility needs.</p> <p>24. Notice to Successful Applicants</p> <ul style="list-style-type: none"> <li>• In offers of employment, notify the successful applicant of CPA Canada's policies for accommodating employees with disabilities.</li> </ul> <p>25. Informing Employees of Supports</p> <ul style="list-style-type: none"> <li>• Inform employees of policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs.</li> <li>• Provide the information to new employees as soon as is practicable after they begin their employment.</li> <li>• Provide updated information to employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Review current recruitment processes and systems, and update as required.</li> </ul> <ul style="list-style-type: none"> <li>• Review current recruitment processes and systems, and update as required.</li> <li>• Implement a policy to inform employees of any changes to policies on job accommodations.</li> </ul>	<p>Compliant</p> <p>Ongoing</p>	<p>Human Resources</p> <p>Human Resources</p>
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	<p>26. Accessible Formats &amp; Communications Supports for Employees</p> <ul style="list-style-type: none"><li>• Consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:<ul style="list-style-type: none"><li>a) Information that is needed in order to perform the employee's job and</li><li>b) Information that is generally available to employees in the workplace.</li></ul></li><li>• Consult with the employee making the request in determining the suitability of an accessible format or communication support.</li></ul>	<ul style="list-style-type: none"><li>• Review current communication and onboarding processes and update as required.</li></ul>	Compliant	Human Resources
	<p>28. Documented Individual Accommodation Plans</p> <ul style="list-style-type: none"><li>• Have a written process for the development of documented individual accommodation plans for employees with disabilities, which includes:<ol style="list-style-type: none"><li>1. Employee requesting accommodation can participate in the development of the individual accommodation plan</li><li>2. Employee is assessed on an individual basis</li><li>3. Employer can request evaluations by outside medical or other expert at the employer's expense</li><li>4. Employee can request the</li></ol></li></ul>	<ul style="list-style-type: none"><li>• Review current process and update if required</li></ul>	Compliant	Human Resources



	<p>participation of a representative from the workplace in the development of the accommodation plan.</p> <ol style="list-style-type: none"> <li>5. Steps to protect the privacy of the employee's personal information</li> <li>6. Frequency with which the individual accommodations plan will be reviewed and updated, and how</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee</li> <li>8. Means of providing the individual accommodation plan in a format that takes into account the employee's accessibility need</li> </ol> <p>29. Return to Work Process</p> <ul style="list-style-type: none"> <li>• CPA Canada will: <ol style="list-style-type: none"> <li>a) Develop and have in place a return to work process for its employees that require disability-related accommodations in order to return to work and</li> <li>b) Shall document the process.</li> </ol> </li> <li>• The return to work process shall: <ol style="list-style-type: none"> <li>a) Outline the steps to facilitate the return to work of employees who were absent because of their disability and</li> <li>b) Use individual documented accommodation plans, as</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Review current process and update if required</li> </ul>	<p>Compliant</p>	<p>Human Resources</p>
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	<p>described in Section 28, as part of that process.</p> <ul style="list-style-type: none"> <li>• This return to work process does not replace or override any other return to work process under any other statute.</li> </ul> <p>30. Performance Management</p> <ul style="list-style-type: none"> <li>• Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using performance management process in respect of employees with disabilities.</li> </ul> <p>31. Career Development and Advancement</p> <ul style="list-style-type: none"> <li>• Take into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities.</li> </ul> <p>32. Redeployment</p> <ul style="list-style-type: none"> <li>• Take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Review current process and update if required</li> </ul> <ul style="list-style-type: none"> <li>• Review current process and update if required</li> </ul> <ul style="list-style-type: none"> <li>• Review current process and update if required</li> </ul>	<p>Compliant</p> <p>Compliant</p> <p>Compliant</p>	<p>Human Resources</p> <p>Human Resources</p> <p>Human Resources</p>
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Deadline (Jan. 1)	Act Section and Description	Action	Status	Responsibility
2017	<p><b>Part IV: Design of Public Spaces Standard</b></p> <p>80.1-80.44 Public Spaces</p> <p>CPA Canada will focus on removing barriers in our buildings and public spaces</p> <p>. Buildings – As of January 1, 2015, new construction and renovations will reflect updated accessibility requirements as outlined by Ontario’s Building Code. Public Spaces – Will be redesigned to meet accessibility standard where there is new construction and major changes to existing facilities, including:</p> <ul style="list-style-type: none"> <li>• Recreational trails/beach access routes</li> <li>• Outdoor public eating areas</li> <li>• Outdoor play spaces</li> <li>• Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals</li> <li>• Accessible parking</li> <li>• Service-related elements like service counters, fixed queuing</li> </ul>	<ul style="list-style-type: none"> <li>• Review current process and update if required</li> </ul>	Ongoing	Human Resources

	<p>lines and waiting areas</p> <ul style="list-style-type: none"> <li>• Maintenance and restoration of public spaces.</li> </ul>			
<b>Deadline (Jan.1)</b>	<b>Act Section and Description</b>	<b>Action</b>	<b>Status</b>	<b>Responsibility</b>
<b>2021</b>	<p><b>Part II: Information and Communication Standards</b></p> <p>14. Accessible Websites and Web Content</p> <ul style="list-style-type: none"> <li>• Make CPA Canada websites and web content conform with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG)2.0 – Level AA (excluding success criteria 1.2.4 and 1.25 as outlined in the Act)</li> </ul>	<ul style="list-style-type: none"> <li>• Implement requirements to conform with WCAG 2.0-Level AA</li> </ul>	Ongoing	Information Technology Human Resources

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