# CNIB Multi-Year Accessibility Plan (2015-2020)

CNIB's 2015 to 2020 Accessibility Plan outlines the policies and actions that CNIB will put in place to improve opportunities for people with disabilities and create a barrier free environment in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_110191_e.htm)and the *Accessibility for Ontarians with Disabilities Act* (2005). This plan has been developed in accordance with the Regulation and the Act.

This plan will cover the following items:

* Establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines how CNIB will meet the requirements under the Regulation to remove and prevent barriers.
* Incorporation of accessibility criteria and features when procuring or acquiring goods, services, or facilities.
* Training of CNIB staff and policy makers on AODA and Accessibility Standards
* Specific requirements of the Regulation regarding Information and Communications, Employment Standards, Transportation and Public Spaces.

## Statement of Commitment

CNIB 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 Integrated Accessibility Standards Regulation and 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.

## Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan summarizes CNIB's implementation strategy to prevent and remove barriers and addresses current and future requirements of the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA").  CNIB will report annually on the progress and implementation of this plan, post the information on our website and provide alternative formats upon request. CNIB will review and update the plan at least once every five years.

## Self-Service Kiosks

CNIB will ensure that accessibility features for persons with disabilities are incorporated when designing, procuring, or acquiring self-service kiosks.

**Required Compliance Date:**January 1, 2014   
**Status:** Completed- January 1, 2014

## Training

CNIB will ensure that all employees, volunteers, third party contractors who provide goods and services on our behalf, and those that develop CNIB's policies receive training on accessibility standards requirements referred to in the Regulation and on the Human Rights Code as it pertain to persons with disabilities.  If any changes are made to this policy or the requirements, training will be provided. CNIB will maintain a record of the dates when training is provided and the number of individuals whom it was provided to.

**Required Compliance Date:** January 1, 2015  
**Status:**Completed- January 1, 2015

## Information and Communications Standard

CNIB will create, provide and receive information and communications in ways that are accessible to people with disabilities. If CNIB concludes that it is not technically feasible to convert the information or communications or that the technology to convert the information or communications is not readily available; CNIB is obligated to provide the person that requires the information with an explanation as to why the information or communications are unconvertible; and a summary of the unconvertible information or communications.

## Feedback, Accessible Formats and Communication Supports

CNIB has a policy and process in place for receiving and responding to feedback and will ensure that those processes are provided in accessible formats and with communication supports upon request.

Furthermore, in accordance with the IASR, CNIB will provide or arrange for accessible formats and communication supports for persons with disabilities:

Upon request in a timely manner that takes into account the persons' accessibility needs due to a disability;

* At a cost that is no more than the regular cost charged to other persons;
* Consult with the person making the request and determine suitability of an accessible format or communication support;
* Notify the public about the availability of accessible formats and communication supports.

**Required Compliance Date:** January 1, 2015  
**Status:**Completed- January 1, 2015

## Website Accessibility

CNIB shall take the following steps to ensure that its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA:

* Ensures any web content developed internally or externally meets the Information and Communication Standard and that content developers have the necessary expertise to develop such content,
* Ensure that by January 1, 2021 all internet website and web content backdated to 2012 conforms to WCAG 2.0 Level AA.

**Required Compliance Date:**New Content (WCAG 2.0 Level A): January 1, 2014  
**Status:**Completed- January 1, 2014

All Content (WCAG 2.0 Level AA),   
except IASR exclusions: January 1, 2021  
**Status:**Completed – January 1, 2016

## Employment Standard

CNIB is committed to having barrier free and inclusive recruitment practices. As part of this commitment, CNIB will take the following steps to notify CNIB employees and the public about the availability of accommodations for applicants with disabilities as follows:

* During the recruitment process when candidates are individually selected to participate in an assessment or selection process.
* If a candidate requests an accommodation, CNIB will consult with the candidate and provide or arrange how best CNIB can provide an accommodation that best takes into account the candidate's disability.
* All successful candidates will be notified of CNIB's policies for accommodating team members with disabilities.

**Required Compliance Date:** January 1, 2016  
**Status:** Completed- December 24, 2015

## Notification to Employees

CNIB shall inform its employees of its 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 due to a disability as follows:

* CNIB will provide this information to new employees as soon as practicable after they begin their employment;
* Whenever there is a change to existing policies on job accommodations that take into account an employee's accessibility needs due to a disability.

**Required Compliance Date:**January 1, 2016  
**Status:**Completed- November 1, 2015

## Accessible Formats and Communication Supports

Upon request, CNIB will consult with an employee with a disability to provide or arrange for the provision of accessible formats and communication supports as outlined below:

* Information that the employee needs in order to perform their job;
* Information that is generally available to all CNIB staff; and
* CNIB will consult with the employee making the request in determining the best means of providing an accessible format or communication support

**Required Compliance Date:** January 1, 2016  
**Status:**Completed- January 1, 2010

## Individual Accommodation Plan (IAP) and Return to Work

CNIB will take the following steps to develop and put in place a process for developing documented Individual Accommodation Plans and return to work plans and processes for team members that have been absent due to a disability.

The development of an IAP will include the following:

* The employee's participation in the development of the IAP;
* Assessment of an individual basis;
* Identification of accommodations to be provided;
* Timelines for the provision of accommodations;
* CNIB may request an evaluation by an outside medical or other expert, at our expense, to assist with determining accommodation and how to achieve accommodation;
* Employees may request the participation of a representative from their bargaining agent, where represented, or otherwise a representative from the workplace who is not from a bargaining agent;
* Steps taken to protect the privacy of the employee's personal information;
* Frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
* If denied, the reasons for denial are to be provided to the employee;
* A format that takes into account the employee's disability needs;
* If requested, any information regarding accessible formats and communication supports provided;
* Identification of any other accommodation that is to be provided.

**Required Compliance Date:** January 1, 2016  
**Status:** Ongoing

## Performance Management, Career Development and Advancement, and Redeployment

CNIB will take into account the accommodation needs and/or Individual Accommodation Plans of employees when:

* Using performance management processes;
* Providing career development and advancement information;
* Using redeployment procedures.

The following steps outlines how CNIB will ensure employees' accessibility needs are taken into account when using performance management, career development and redeployment processes in accordance with the IASR:

* Review internal policies and procedures to ensure they are in 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, including notification of the ability to provide accommodations on internal job postings
    - Redeployment is required

**Required Compliance Date:**January 1, 2016  
**Status:** Completed- January 1, 2016

## Workplace Emergency Response Information

CNIB shall provide individualized workplace emergency response information to employees who have a disability in the following situations:

* If the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employees' disability;
* If the employee who receives an individualized workplace emergency response information requires assistance and with the employees' consent, CNIB shall provide the workplace emergency information to the person designated by CNIB to assist the employee;
* As soon as practicable after becoming aware of the need for accommodation due to the employees' disability';
* Review the individualized workplace emergency response information when the employee moves to a different location in the organization, when overall accommodations needs or plans are reviewed and when CNIB reviews its general emergency response policies.

**Required Compliance Date:**January 1, 2012  
**Status:** Complete- January 1, 2012

## Public Spaces

CNIB shall incorporate accessibility standards into public spaces on its premises that are newly constructed or redeveloped on and after January 1, 2017 as follows:

* CNIB will ensure it follows the existing requirements stated under the Design of Public Spaces

Standards (Accessibility Standards for the Built Environment) for outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking, and service related elements.

* We shall provide maintenance and restoration of public spaces by ensuring procedures are in place for dealing with temporary disruptions when accessible elements required under this section are not in working order.

**Required Compliance Date:**January 1, 2017  
**Status:**Ongoing

## Regulatory Requirements

An Administrative Monetary Penalties scheme is being established under the Accessibility for Ontarians with Disabilities Act, 2005 ("AODA"). The scheme will allow a director or a designate to issue an order against a person, organization or corporation to pay a penalty amount as a result of non- compliance with the AODA or the accessibility standards. The largest penalty amount that can be issued to an individual or an organization that is not a corporation is $50,000.

Use of administrative monetary penalties will be considered an avenue of last resort when all other compliance assistance and improvement options have been exhausted

The License Appeal Tribunal will hear appeals from organizations of director's orders, but not individual complaints. Individuals who feel their human rights have not been met would continue to complain to the Ontario Human Rights Commission.

## Contact Information

For more information on this accessibility plan or to request this plan in an alternate format please contact:

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