

The Canadian Public Accountability Board's Multi-Year Accessibility Plan (2023-2028)

In accordance with *Ontario with Disabilities ACT* (ODA, 2001) and the *Accessibility for Ontarians with Disabilities Act, 2005*, (hereinafter referred as the AODA) the Canadian Public Accountability Board (hereinafter referred as CPAB) has developed a multi-year accessibility plan to improve equal access to employment, services, and activities at CPAB.

CPAB strives to meet the needs of its employees and stakeholders by proactively identifying and removing any potential accessibility barriers for people with disabilities. The following plan outlines the steps that are being taken to meet those requirements.

The outlined plan is reviewed and updated at least once every 5 years.

Section 1: Past Achievements to Remove and Prevent Barriers

Customer Service

- CPAB has developed an AODA Customer Service Policy to ensure persons with disabilities have equal access to employment, services, and activities at CPAB.
- Feedback about the delivering of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous services improvement.
- CPAB ensures all persons who, on behalf of CPAB, deal with the public are trained to communicate and provide the best possible customer service to all customers, including persons with disabilities.
- Completion of accessibility training is tracked and recorded.

Information and Communications

- CPAB has developed an AODA Integrated Accessibility Standards Regulation (IASR) Employment Policy.
- CPAB ensures employees are aware and updated on any changes to the policies via an annual compliance and acknowledgement process.
- Upon request from an employee with a disability, CPAB provides or arranges for the provision of accessible formats and communication supports for the following:
 - Information needed to perform their job; and
 - Information that is generally available to all employees in the workplace.
- CPAB is committed to providing alternative methods of communication and technology upon request as promptly as possible.
- CPAB offers to communicate with employees and/or stakeholders by e-mail, TTY, Textnet (on-line TTY), Bell Relay Service, if other forms of communication are not suitable to an individual's communication needs.
- CPAB provides training to current and future employees and contractors to communicate in a manner that is suitable to and requested by individuals with disabilities.
- CPAB has designated a person who is responsible for receiving and responding to any requests for accessible formats and communications support.

Employment

- CPAB notifies employees and the public about the availability of accommodation for job applicants who have disabilities. When an accommodation is requested, CPAB consults with the applicants and provides or arranges for suitable accommodation.
- Successful job applicants are made aware of CPAB's policies and supports for accommodating people with disabilities.
- CPAB creates individual workplace emergency response information for employees with disabilities. This information considers the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.
- Individual employee accommodation plans are consulted as needed.
- CPAB considers the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities.
- CPAB develops and implements return-to-work processes for employees who are absent from work due to disability and require disability-related accommodation(s) to return to work.
- The accessibility needs of employees with disabilities are considered in the event of redeployment. Individual accommodation plans are consulted, as required.

Training

- CPAB provides training for its current and future employees, consultants, and volunteers regarding IASR, Customer Service Policy and the *Ontario Human Rights Code* as they pertain to individuals with disabilities.
- CPAB provides training to individuals who are responsible for developing CPAB's policies, and for all other persons who provide goods, services, or facilities on behalf of CPAB.
- New employees undergo AODA training as part of their orientation. CPAB also requires any future third party contractors to provide proof of AODA customer service standard training as a condition of contract.
- Training includes:
 - A review of the purposes of the AODA and the requirements of the Accessibility Standard for Customer Service.
 - How to interact and communicate with persons with various types of disabilities.
 - How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - How to use the available equipment or devices that may assist with the provision of services to persons with disabilities.
 - What to do if a person with a disability is having difficulty in accessing CPAB's services; and
 - How to develop and review policies, procedures and practices relating to the provision of services to persons with disabilities.

Section 2: Strategies and Actions

Customer Service

- CPAB is committed to fostering, creating, and maintaining a barrier-free environment for all individuals by providing equal rights and assessable opportunities of the same quality to people with disabilities as others. The following strategies have been implemented to ensure this commitment: Review and update AODA- Customer Service Policy as necessary.
- Employees undergo a complete refresher training on AODA customer service every three years.
- Employees review updates to the AODA Customer Service Policy.
- CPAB has established a feedback process to assist in identifying areas that require change and assist in continuous service improvement.

Information and Communications

CPAB is committed to making our information and communications accessible to people with disabilities. Some of the implemented strategies include:

- CPAB has posted a feedback process on its corporate website.
- Up-to-date contact information is provided (where?) for anyone who wants to provide feedback.
- CPAB responds to feedback and identifies areas that require change.
- CPAB's corporate website has been updated to conform to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA.
- CPAB's new website content is reviewed to ensure it complies to World Wide Web Consortium Web Content Accessibility Guidelines 2.0 Level AA before being published.
- CPAB will update Multi-year Accessibility Plan every five years to ensure its compliance.

Employment

CPAB is committed to fair, equal, and accessible employment practices. Some of the strategies that are implemented include:

- CPAB's Careers page and job postings include a statement of commitment to accessibility.
- CPAB provides candidates with disabilities opportunities to request necessary accommodation through the hiring process.

Training

CPAB is committed to providing training in the requirements of Ontario's accessibility laws and the *Ontario Human Rights Code* as it applies to people with disabilities. Some of the implemented strategies are:

- Administering AODA training to all current CPAB employees every three years.
- Conducting an annual AODA compliance, review, and acknowledgment process for all active CPAB employees.
- All current CPAB employees complete refresher training related to AODA once every three years.

- Track and confirm that all employees, on an ongoing basis, have reviewed the AODA policies and training materials.
- Updating training materials as often as necessary.

Feedback

Feedback about delivering of services to persons with disabilities is welcomed, as it may identify areas that require change and assist in continuous service improvement. Such feedback may be by telephone, in person, in writing, email, fax, text, or other means. CPAB will make best efforts to provide a response in the same format in which the feedback was received.

For More Information or to Provide Feedback

For more information on this accessibility plan or to provide feedback, please contact:

Mail: Accessibility for Ontarians with Disabilities (AODA)
Chief People Officer
Canadian Public Accountability Board
150 York Street, Suite 200
Box 90
Toronto, ON M5H 3S5

Telephone: (416) 913-8260

Fax: (416)850-9235

Email: accessibility@cpab-ccrc.ca

In person: AODA Coordinator
150 York Street, Suite 900
Toronto, ON M5H 3S5

Our Accessibility Plan is publicly posted at <https://cpac-ccrc.ca>

Standard and accessible formats of this document are free on request by mail, telephone, fax, email, or in person.