

**INTEGRATED ACCESSIBILITY STANDARDS: Multi-year plan
Canadian Cancer Society, National and Ontario Division (the "Society")
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)**

Part I – GENERAL REQUIREMENTS

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
Establishment of Accessibility Policies 3.(1)	a.	Develop, implement and maintain policies governing how the Society achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Review present policy and ensure alignment with standards	Exec	Completed	January 1, 2014	
Accessibility Plans 4.(1)	a.	Establish, implement, maintain and document a multi-year accessibility plan, which outlines the Society's strategy to prevent and remove barriers and meet its requirements under this Regulation;	Assemble Working Group	All	Completed	January 1, 2014	
	b.	post the accessibility plan on the website and provide the plan in an	Plan and Integrated Standard Policy posted to the website		Completed		

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
		accessible format upon request					
	c.	review and update the accessibility plan at least once every five years.	Establish a schedule to review the plan at minimum and schedule regular reviews and updates annually		Ongoing		
Training 7.(1)	a.	The Society shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, <ul style="list-style-type: none"> • all employees, and volunteers; 	Develop and implement training for staff regarding AODA – including accessibility standards and importance of the multi-year accessibility plan, with more in-depth training focused on those staff in front line customer service roles	All	Complete and ongoing	January 1, 2015	Training

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
		<ul style="list-style-type: none"> • all persons who participate in developing the Society's policies; and • all other persons who provide goods, services or facilities on behalf of the Society. 	Update Volunteer orientation to include requirements of the accessibility standards and inform volunteers of accommodation request process				
				VE	Complete and ongoing	January 1, 2015	Training

PART II – Information and Communications Standards

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
Feedback s.11	(1)	The Society has processes for receiving and responding to feedback. These processes shall be accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Ensure post-event and post-activity surveys (print and electronic) are available in an accessible format upon request.	PA	Ongoing	January 1, 2015	Accessible Format DevMar
			Add requirement to vendor agreement/add to contract checklist		Complete	January 1, 2015	Operations Admin
			Direct Response Call Centre – TTY service to capture feedback and donation related inquiries. Feedback would come back to Donor Relations for action	DM	Complete	January 1, 2015	Accessible Format

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			Mail – exceptions/ notes will be handled in a timely manner		Ongoing	January 1, 2015	Accessible Format
			Email – Feedback will be captured via designated e-mail.		Complete	January 1, 2015	Accessible Format
			Select and commit to which accessible formats the Society will make available on request		In progress	January 1, 2015	Accessible Format
			Research and identify types of accessible formats available		Complete	January 1, 2015	Accessible Format
			Develop response mechanism for replying to accommodation requests		Complete	January 1, 2015	Accessible Format
			Educate staff on responding to requests for materials in accessible formats		Ongoing	January 1, 2015	Accessible Format/ Training
			Identify when we do a proactive solicitation of feedback – investigate accessibility options			January 1, 2015	Accessible Format

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			(e.g. alternative call number)				
Accessible Formats & Communication Supports s.12	(1)	Except as otherwise provided, the Society shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,	Review all existing materials to ensure accessible versions are available upon request (including, but not limited to brochures, handouts etc.)	PA	Ongoing	January 1, 2016	Accessible Format
	a.	<ul style="list-style-type: none"> in a timely manner that takes into account the person's accessibility needs due to disability; and 	Develop guidelines for materials development that ensure future materials are available in accessible formats		In progress	January 1, 2016	Accessible Format
	b.	<ul style="list-style-type: none"> at a cost that is no more than the regular cost charged to other persons. 	Review outreach presentations for accessibility and ensure accessible versions are available upon request		In process	January 1, 2016	Accessible Format
			Create guidelines for the creation of PowerPoint presentations,		In process	January 1, 2016	Accessible Format

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			documents, and other shareable content to ensure accessibility of any newly created items (this may simply involve training on existing software features)				
			Ensure all programs that rely primarily on telephone-based communication have accessible communications options available upon request		Complete	January 1, 2016	Accessible Format
			Review e-newsletter formatting for accessibility		Complete	January 1, 2016	Accessible Format
			Review brand guidelines in accordance with accessibility standards	DM		January 1, 2016	Accessible Format
			Research and identify types of accessible formats available		Complete	January 1, 2016	Accessible Format

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			Select and commit to which accessible formats the Society will make available on request		Complete	January 1, 2016	Accessible Format
			Develop response mechanism for replying to accommodation requests		Complete	January 1, 2016	Accessible Format
			Educate staff on responding to requests for materials in accessible formats		In progress	January 1, 2016	Accessible Format/ Training
			For all Society events (including <i>Relay For Life</i>): create a checklist for all events to ensure that accessibility has been integrated to offsite events		In progress	January 1, 2016	Accessible Format
			Ensure that offline and online registration (e.g. Convio) provides registrants an option			January 1, 2016	Accessible Format

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			to indicate they have accessibility needs				
			Ensure that vendor service agreements include the commitment to accommodate		Complete	January 1, 2016	Accessible Format
			Investigate costs and discuss implications associated with tracking in all database – i.e. 'accessibility accommodations previously requested' as an attribute for a constituent's record		Complete	January 1, 2016	Accessible Format
			Develop guidelines for 'one off' communications that ensure there is contact information for recipient to indicate need for alternative/accessible formats		Complete	January 1, 2016	Accessible Format

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			Investigate e-mail formatting with accessibility standards in mind		In progress	January 1, 2016	Accessible Format
			Develop best practices and processes for clients with mobility issues	Regions	In progress	January 1, 2016	Training
			Research and develop best practices for accessibility for literacy limitations		Complete	January 1, 2016	Accessible Format
			Training – referring TTY calls to Cancer Information Service		In progress	January 1, 2016	Accessible Format
			Investigate TTY at targeted Regional offices (in North)		Complete	January 1, 2016	Accessible Format
Accessible Formats & Communication Supports s.12	(2)	The Society shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Research and identify types of accessible formats available	DM	Ongoing	January 1, 2016	Accessible Format

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			Select and commit to which accessible formats the Society will make available on request		Complete	January 1, 2016	Accessible Format
			Develop response mechanism for replying to accommodation requests		Complete	January 1, 2016	Accessible Format
			Educate staff on responding to requests for materials in accessible formats		In progress	January 1, 2016	Accessible Format
Accessible Formats & Communication Supports s.12	(3)	The Society shall notify the public about the availability of accessible formats and communication supports.	Ensure all public-facing materials, websites and microsites contain clear information about how to obtain accessible formats where required	PA & Regions	Ongoing	January 1, 2016	Accessible Format
			Accessible formats and communication identified in plan will be identified on website and list will be available via call	DM	Complete	January 1, 2016	Accessible Format

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			centre/donor services number				
			Develop and implement specialized training for reception volunteers at Community Offices	Regions VE	In progress	January 1, 2016	Training
Emergency Procedures, Plans or Public Safety Info s.13	(1)	In addition to its obligations under section 12, if the Society prepares emergency procedures, plans or public safety information and makes the information available to the public, the Society shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Emergency procedures include accommodation for individuals requiring assistance.	H&S	Completed	January 1, 2012	Emerg Response

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			Ensure accessibility available for emergency plan at third party and external event locations (add to checklist)	DM	ongoing	January 1, 2012	Emerg Response
Accessible Websites & Web Content s.14	(2)	The Society shall make their internet websites 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, and shall do so in accordance with the schedule set out in this section.	Review all websites and microsites to ensure accessibility and make any necessary upgrades	PA	In progress	January 1, 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A.	Information Technology
			Develop guidelines for website/microsite development to ensure accessibility of new sites going forward		In progress	January 1, 2021	Information Technology

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			Review and edit user page in the Volunteer Scheduler (currently not friendly for Screen readers – fields are not labeled to speak title	VE	Complete	January 1, 2021	Information Technology
			Review and implement changes to the navigational features on the Volunteer Portal		In progress	January 1, 2021	Information Technology
			Review the WCAG 2.0 guidelines. Identify level of conformity for Lottery website and order form and identify gaps. Work with Web team and internal Online team to develop a plan for compliance. (Lottery Website)	DM	In progress	January 1, 2021	Information Technology
			Ontario Division to work with National on finding third party accessibility audit vendor (to audit		In progress	January 1, 2021	Information Technology

Requirement		Description	Action	Dept	Status	Compliance Date	Task Force
			current websites – for 2021 – and to help understand standards for 2014 – for new websites				
			Audit web properties		In progress	January 1, 2021	Information Technology
			Staff training to be conscious of accessibility website standards		In progress	January 1, 2021	IT/Training
			Amend existing website standards/brand guidelines that go to vendors to include accessibility standards		In progress	January 1, 2021	Information Technology

PART III – Employment Standard

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
Recruitment - General s.22		The Society will notify employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Add sentence about AODA to equal opportunity employment statement on all internal and external job postings	HR	Complete	January 1, 2016	Employment Standard
			Include this on Cancer.ca and intranet job opportunities section		Complete	January 1, 2016	Employment Standard
			VE will align with HR policies as closely as possible	VE	Complete	January 1, 2016	Employment Standard
Recruitment, Assessment or Selection Process s.23	(1)	During a recruitment process, the Society shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request	Include accommodation statement in job postings	HR	Complete	January 1, 2016	Employment Standard

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
		in relation to the materials or processes to be used.					
Recruitment, Assessment or Selection Process s.23	(2)	If a selected applicant requests an accommodation, the society shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Include this in staffing resources section on intranet		Complete	January 1, 2016	Employment Standard
			Provide hiring manager with training regarding accessibility during recruitment		Training rolling out Oct 2015	January 1, 2016	Employment Standard/ Training
			Accommodate applicant as necessary		Ongoing	January 1, 2016	Employment Standard
			Change the Volunteer application, to inform applicants that accommodations are	VE	Complete	January 1, 2016	Employment Standard

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
			available upon request.				
			Update interview process to facilitate accommodation requests.		Complete	January 1, 2016	Employment Standard
Notice to Successful Applicants s.24		The Society shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Add communication regarding accommodation in offer letter	HR	In progress	January 1, 2016	Employment Standard
			Educate hiring managers about this change		Training rolling out Oct 2015	January 1, 2016	
			VE will align with HR policies as closely as possible	VE	In progress	January 1, 2016	Employment Standard
Informing Employees of Supports s.25	(1)	The Society shall inform its employees of its policies used to support its employees with disabilities, including, but not	Review policies and create/incorporate accommodation as appropriate	HR	Ongoing	January 1, 2016	Employment Standard

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
		limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.					
			Communication to be posted on intranet		Complete	January 1, 2016	Employment Standard
			Ensure language is consistent		Complete	January 1, 2016	Employment Standard
			VE will align with HR policies as closely as possible	VE	In progress	January 1, 2016	Employment Standard
Informing Employees of Supports s.25	(2)	Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Review and incorporate necessary information into policies	HR	Ongoing	January 1, 2016	Employment Standard
			Include those policies in orientation		Complete	January 1, 2016	Employment Standard
			VE will align with HR policies as closely as possible	VE	In progress		Employment Standard

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
Informing Employees of Supports s.25	(3)	Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.	Inform employees when change occurs: <ul style="list-style-type: none"> - Post to staff intranet and/or email employees - Send email near year end outlining updates to policies 	HR	Ongoing	January 1, 2016	Employment Standard
			Post new information on intranet		Ongoing	January 1, 2016	Employment Standard
			VE will align with HR policies as closely as possible	VE	In progress	January 1, 2016	Employment Standard
			Information will be updated as required		Ongoing	January 1, 2016	Employment Standard
Accessible Formats & Communication Supports for Employees s.26	(1)	In addition to its obligations under section 12, where an employee with a disability so requests it, the Society will consult with the employee to provide or arrange for	HR to work with IT and Communications on the various accessible formats	HR	Ongoing	January 1, 2016	Employment Standard/ Accessible Formats

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
		the provision of accessible formats and communication supports for,					
	a.	information that is needed in order to perform the employee's job; and	Upon request, assess the employees needs and provide the information in accessible formats as needed		Ongoing	January 1, 2016	Employment Standard/ Accessible Formats
	b.	information that is generally available to employees in the workplace.	VE will align with HR policies as closely as possible	VE	In progress	January 1, 2016	Employment Standard/ Accessible Formats
Accessible Formats & Communication Supports for Employees s.26	(2)	The Society shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Consultation occurs upon request	HR	Ongoing	January 1, 2016	Employment Standard/ Accessible Formats

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
Workplace Emergency Response Information s.27	(1)	The Society shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.	Emergency procedures posted on intranet VE will align with HR policies as closely as possible If a volunteer indicates a need for assistance in an emergency situation, a plan would be developed in conjunction with the volunteer	HR VE	Completed	January 1, 2012	Emerg Response
Workplace Emergency Response Information s.27	(2)	If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency	Provide assistance as needed VE will align with HR policies as closely as possible	HR VE	Completed	January 1, 2012	Emergency Response

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
		response information to the person designated by the employer to provide assistance to the employee.					
Workplace Emergency Response Information s.27	(3)	Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Provide the information as needed	HR	Completed	January 1, 2012	Emergency Response
Workplace Emergency Response Information s.27	(4)	Every employer shall review the individualized workplace emergency response information,	Provide the information as needed	HR	Complete	January 1, 2012	Emergency Response
	(a)	when the employee moves to a different location in the Society;				January 1, 2012	

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
	(b)	when the employee's overall accommodations needs or plans are reviewed; and				January 1, 2012	
	(c)	when the employer reviews its general emergency response policies.				January 1, 2012	
Documented Individual Accommodation Plans s.28	(1)	The Society shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Develop and implement process	HR	Complete	January 1, 2016	Employment Standards
Documented Individual Accommodation Plans s.28	(2)	The process for the development of documented individual accommodation plans shall include the following elements:	Create/review accommodation plans and include the necessary elements	HR	Complete	January 1, 2016	Employment Standards
	1.	The manner in which an employee			Complete	January 1, 2016	

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
		requesting accommodation can participate in the development of the individual accommodation plan.					
	2.	The means by which the employee is assessed on an individual basis.			Complete	January 1, 2016	
	3.	The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved.			Complete	January 1, 2016	
	4.	The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a			Complete	January 1, 2016	

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
		bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.					
	5.	The steps taken to protect the privacy of the employee's personal information.			Complete	January 1, 2016	
	6.	The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.			Complete	January 1, 2016	
	7.	If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.			Complete	January 1, 2016	

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
	8.	The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.					
Return to Work Process s.29	(1) (a)	The Society shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work;	Create/review return to work process Implement return to work process as needed	HR	Complete	January 1, 2016	Employment Standards
	(b)	and shall document the process.			Complete	January 1, 2016	
Return to Work Process s.29	(2)	The return to work process shall,	Outline employer responsibilities	HR	Complete	January 1, 2016	Employment Standards
	(a)	outline the steps the employer will take to facilitate the return to	Develop and use return to work plan template		Complete	January 1, 2016	Employment Standards

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
		work of employees who were absent because their disability required them to be away from work; and					
	(b)	use individual documented accommodation plans, as described in section 28, as part of the process.			Complete	January 1, 2016	
Return to Work Process s.29	(3)	The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.	No action necessary		Complete	January 1, 2016	
Performance Management s.30	(1)	The Society, when using performance management, in respect of its employees shall take into account the accessibility needs of	Educate managers on accessibility needs and accommodation as it relates to performance management	HR	Complete	January 1, 2016	Employment Standards/ Training

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
		employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Include statement into performance management policies				
Career Development & Advancements.31	(1)	The Society, when providing career development and advancement to its employees, shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Review/consider accessibility needs and make accommodations as necessary when providing advancement opportunities	HR	Complete	January 1, 2016	Employment Standards

Requirement		Description	Action	Dept.	Status	Compliance Date	Task Force
Redeployments.32	(1)	The Society, when using redeployment, shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Consider needs and accommodation plans when redeploying employees as needed	HR	Complete	January 1, 2016	Employment Standards