Multi-Year Accessibility Plan

Canadian Addiction Treatment Centres Commitment to Accessibility

In compliance with the *Accessibility for Ontarians with Disabilities Act, 2005,* private organizations with 50 or more employees must create a multi-year accessibility plan and accessibility policies. Canadian Addiction Treatment Centres (CATC) is committed to removing and preventing accessibility barriers within our organization. CATC will ensure that our policies, procedures, and practices align with the ideals of dignity, independence, integration, and equal opportunity.

The goal is to have accessibility as an integral part of our strategic planning and operational processes.

As part of the mandate to improve accessibility, the organization has developed a multi-year accessibility plan that is available online and in alternative formats as necessary. This plan is our guideline to meeting the obligations of the integrated AODA standards. It incorporates existing and new initiatives into one overarching accessibility strategy. It includes the anticipated compliance date, legislative requirement and the organizations deliverable to meet that requirement.

January 1, 2012

Legislative Requirement	Deliverable
Establishment of Accessibility Policies	- Established policies with formal organizational rule or principle to guide decisions and to achieve outcomes. - Updated practices or procedures to ensure accuracy and all AODA requirements are integrated. - Ensured organizational accessibility policies are inclusive of informing employees to support employees with disabilities. Available online, in accessible formats as requested.
Accessible Customer Service	- Information in an accessible format or with communication supports to people with disabilities, in a manner that considers their disability available upon request. - Commitment and feedback process posted at all locations and is available online.
Accessible Emergency and Public Safety Information	- Protocol and plans developed for employees with disabilities. - Emergency procedures are available in accessible formats, upon request. - Accessible customer service feedback – available to be provided in multiple formats such as, phone, e-mail and print.
Accessible Emergency Information to Employees	- Organizational accessibility policies are inclusive of communicating availability of accommodation in recruitment and hiring process. Embedded this commitment in internal and external job postings and offer of employment. - Protocol and plans developed for employees with disabilities, upon request. - Individualized emergency workplace response information - Protocol and plans developed for employees with disabilities.

January 1, 2014

Legislative Requirement	Deliverable
Multi-Year Plan	▪ Available online.
Accessible Websites	▪ External web developers to met standards – met Web Content Accessibility Guidelines (WCAG) 2.0 Level A

January 1, 2015

Legislative Requirement	Deliverable
Ontario's Accessibility Laws Training	▪ Timely training is provided to all necessary employees to meet legislation requirements via HR Downloads. ▪ Record of completion are uploaded to their electronic employment file.

January 1, 2016

Legislative Requirement	Deliverable
Accessible Employment Practices	▪ Communication of availability of accommodation in recruitment and hiring process is embedded within internal and external job postings and offer of employment. ▪ Informed employees of policies to support people with disabilities, and to provide or arrange for accessible formats and communication supports, upon request. ▪ Developed protocol and plans when conducting performance management, career development and job changes with accessibility needs considered for employees with disabilities. ▪ Accessible formats and communication are provided, upon request.

January 1, 2017

Legislative Requirement	Deliverable
Design of Public Spaces	▪ Building and renovation plans are inclusive of the consideration for accessibility when building new or changing existing service areas.

January 1, 2021

Legislative Requirement	Deliverable
Websites and Web Content Accessible	▪ External web developers to meet standards. ▪ To conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA other than criteria 1.2.4 (live captions) and 1.2.5 (pre-recorded audio descriptions).