



Title: **Accessibility Standards Regulation,
CSAWCC-2024-006**

Submitted By: Joshua Bell, Chief of Staff;
and Executive Assistant to the President
and CEO

Purview: Board of Directors

Date of Approval: 15 January 2024

Accessibility Standards Regulation

BE IT RESOLVED that 14855086 CANADA ASSOCIATION (hereinafter “the Corporation” or “CSAWCC”) do adopt the “ACCESSIBILITY STANDARDS REGULATION” effective upon a successful vote by the Board of Directors.

1. Overview

- 1.1 Whereas the Corporation recognizes the responsibility of the employer to follow the principles of dignity, independence, integration, and equal opportunity and allowing all to participate in their employment or volunteer opportunities equally.
- 1.2 Whereas the Corporation this Accessibility Standards Regulation has been designed to comply with the Accessibility for Ontarians with Disabilities Act (AODA), the Integrated Accessibility Standards Regulations (IASR), and corresponding provincial privacy acts.

2. Adoption

- 2.1 Be it therefore resolved, that the Board of Directors adopt the following Accessibility Standards Regulation.
- 2.2 Be it further resolved, that no provisions of this policy shall override the foundational principles present in the By-laws, and where there is a discrepancy between this policy and the Corporation's By-laws, the By-laws shall prevail.

3. Defining the IASR and its General Requirements

- 3.1 The IASR sets standards in the four following areas:
- 3.2 Information and Communications: Prioritizes the accessibility of information and communication to individuals with disabilities. This includes providing information in accessible formats like large print or audio, making websites and digital content usable for screen readers, offering communication supports like sign language interpretation, establishing accessible feedback mechanisms, providing staff training



on accessibility, and adhering to specific timeframes and exceptions as outlined by regional accessibility laws and standards.

3.3 Employment and Transportation: regulations aimed at promoting accessibility for individuals with disabilities in the areas of employment and transportation. This involves ensuring that workplaces are accessible and inclusive, by providing accommodations during the hiring process and for employees with disabilities. Regarding transportation, the focus is on making public transportation services and related facilities accessible, allowing people with disabilities to travel independently and safely.

3.4 Design of Public Spaces: pertains to regulations that aim to ensure the accessibility and inclusivity of public spaces for individuals with disabilities. This aspect encompasses various aspects of physical design, such as outdoor spaces like parks and recreational areas, as well as certain indoor facilities within publicly accessible buildings. The regulations typically require the removal of barriers that could impede the mobility and participation of people with disabilities, including measures like accessible pathways, ramps, curb cuts, seating, signage, and more. The goal is to create an environment where individuals of all abilities can navigate and use public spaces independently and safely, as specified by relevant accessibility laws and standards.

3.5 Customer Service: regulations that aim to enhance the accessibility of customer service interactions for individuals with disabilities. This applies to businesses and organizations that provide goods and services to the public. It requires these entities to establish policies and practices that ensure individuals with disabilities receive the same level of service as everyone else. This includes training staff on how to effectively communicate and assist customers with various disabilities, providing accessible ways for customers to give feedback and receive information, and addressing potential barriers that could hinder access to goods and services.

4. The Responsibility of the Employer

4.1 CSAWCC has a responsibility to adhere to the Integrated Accessibility Standards Regulation (IASR).

4.2 This responsibility involves the following practices:

- Ensuring Accuracy: CSAWCC will continuously verify that policies, practices, and operations align with the accessibility requirements outlined in the regulation.



- **Training Staff:** CSAWCC will provide training on the IASR accessibility requirements and Ontario's Human Rights Code as they pertain to individuals with disabilities. Training will be provided regularly to employees just as employees will be updated as changes to CSAWCC's accessibility policies occur.
- **Recruitment, Assessment, and Selection:** CSAWCC will notify employees and the public about the availability of accommodation for job applicants who have disabilities. Applicants will be informed that these accommodations are available upon request for the interview process and for other candidate selection methods. Where an accommodation is requested, CSAWCC will consult with the applicant and provide or arrange for suitable accommodations.
- **Accessible Formats and Communication Supports for Employees:** CSAWCC will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.
- **Workplace Emergency Response Information:** Where required, CSAWCC will create individual workplace emergency response information for employees with disabilities. This information will account for 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. This information will be reviewed when: The employee moves to a different physical location in the organization, The employee's overall accommodation needs, or plans are reviewed, or CSAWCC reviews general emergency response policies.
- **Performance Management and Career Development and Advancement:** CSAWCC will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. Individual accommodation plans will be consulted as required.
- **Redeployment:** The accessibility needs of employees with disabilities will be considered in the event of redeployment. Individual accommodation plans will be consulted as required.

5. The Responsibility of the Employee

- 5.1 Employees of CSAWCC are expected to Contribute to fostering a welcoming and accommodating environment for individuals of all abilities.
- 5.2 In order to do so, they must adhere to the following responsibilities:



- Adherence: Employees are required to adhere to company policies and practices that are in alignment with the stipulated requirements of the Integrated Accessibility Standards Regulation (IASR).
- Communication: Communicate effectively with customers or colleagues with disabilities. Use accessible communication methods when interacting with individuals with disabilities.
- Accommodation: Provide necessary accommodations or assistance as needed.
- Reporting: Employees are encouraged to proactively report any personal barriers they encounter or identify within the workplace. Such reporting not only demonstrates their commitment to a barrier-free environment but also actively contributes to the ongoing effort of creating accessible and inclusive physical spaces within the organization.

6. **Miscellaneous**

- 6.1 This policy shall only be subject to amendment by the Board of Directors.
- 6.2 This policy shall be subject to amendment, review, or striking every one (1) year following its ratification by the Board of Directors.

7. **Application**

- 7.1 This policy shall apply to the entire Corporation, its subsidiaries, the National Council, and Board of Directors, and any members who come into contact with the Corporation by any means.