

Integrated Accessibility Standards Multi-Year Plan

CADTH is fully committed to the intent of the Accessibility for Ontarians with Disabilities Act. We are committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equality of opportunity. This multi-year plan outlines CADTH's requirements for non-profit organizations with 50+ employees.

Standard	Requirement	Owner	Deadline	Status	Action Taken
General Requirements					
Accessibility Policy	Develop an accessibility policy statement that confirms the organization's commitment to meeting the accessibility needs of people with disabilities in a timely manner.	HR	Jan. 1, 2014	Complete	
Multi-Year Accessibility Plan	Create, implement, maintain, and document a multi-year accessibility plan.	HR	Jan. 1, 2014	Complete	
	Post the plan on website or other public location.	HR	Jan. 1, 2014	Complete	
	Review and update the plan every five years.	HR	Jan. 1, 2019	Ongoing	
Training	Train employees on the Integrated Accessibility Standards Regulation (IASR) requirements that apply to CADTH and what you have to do under the Ontario Human Rights Code (related to disabilities).	HR	Jan. 1, 2015	Complete	All current employees completed online training. New employees complete the required training as part of their new hire orientation.
Reporting	File compliance reporting – online.	HR	2017		Completed compliance reporting Dec. 2012, April 2014, and December 2014. Next report due in 2017.
Customer Service Standard					
	Create an accessible customer service policy setting out practices and procedures with respect to accessible customer service, addressing various matters including communication with individuals with disabilities, assistive devices, support	HR	Jan. 1, 2012	Complete	

	persons, and service animals.				
	Notify customers that policy is available (i.e., website).	HR	Jan. 1, 2012	Complete	
	Train staff on policy.	HR	Jan. 1, 2012	Ongoing	
	Keep a record of the training provided, who were trained and the dates of training.	HR	Jan. 1, 2012	Ongoing	
	File Customer Service Accessibility Compliance Report online.	HR	Dec. 31, 2012	Complete	
Employment Standard					
Individualized emergency response information	Communicate with employees who have disabilities (permanent or temporary) and who require assistance in the event of an emergency with individualized emergency response information in the manner that the employee can understand.	HR/ JH&S/ Facilities	Jan. 1, 2012	Complete	Annual reminder notices are posted on CADTH's intranet. A letter is included in CADTH's orientation package for all new hires.
Information for employees	Inform staff about the organization's policies for supporting employees with disabilities and make information accessible to employees with disabilities upon request.	HR	Jan. 1, 2016	Complete	Communication posted on CADTH's intranet in January 2016. Will implement annual reminders to staff along with communication about safety during emergencies.
Processes to accommodate employees	Develop processes for individual employee accommodation plans; return-to-work plans following absence due to disability. Make performance management, career development, and job changes accessible to employees.	HR	Jan. 1, 2016	Complete	Formalized CADTH accommodation practice into Policy and related Employee and Guest Procedure documents. Updated recruiting practices (i.e., job postings, interview/job tasks scripts, employment letters) to advise prospective applicants of CADTH's commitment.
Information and Communication Standard					
Accessible websites and web content	Meet Web Content Accessibility Guidelines (WCAG) 2.0, Level A; if you launch a new site or your existing site undergoes a significant refresh after January 1,	WITS	Beginning Jan. 1, 2014	Site launched in June 2011; refresh to CADTH website planned in	The refresh to CADTH's website began in 2014 and was completed April 1, 2015 to meet Level A requirements.

	2012.			2014 to meet Level A	
	Must conform with WCAG 2.0 Level AA, other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).	WITS	Jan. 1, 2021	Complete	As of April 1, 2015, CADTH meets the Level AA requirements as stipulated in the legislation.
Feedback Process	Must be able to receive and respond to feedback by customers, employees, and members of the public who have a disability, via multiple methods, i.e., written, telephone, or by email.	HR	Jan. 1, 2015	Complete	Documented as part of CADTH's statement of commitment as found on the website and in our Customer Service Accessibility Policy.
Accessible formats and communication supports	Inform the public that you will make information accessible upon request. Upon request, work with the individual to determine how to meet their needs, as soon as possible.	HR	Jan. 1, 2016	Complete	Updated CADTH's statement of commitment on the CADTH website to highlight our commitment to making information accessible and to working with individuals, upon request.

HR = Human Resources; JH&S = Joint Health and Safety Committee; WITS = Web and IT Services.