



CAA Niagara Multi-Year Accessibility Plan

Accessibility for Ontarians with Disability Act (AODA), 2021-2026

Intent

This 2021 to 2026 accessibility plan outlines the policies and actions that CAA Niagara will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

The plan will be reviewed annually and adjusted to highlight further areas of improvement.

Statement of Commitment

CAA Niagara is committed to providing a barrier-free environment for people with disabilities based upon the core principles of dignity, independence, inclusion, integration, responsiveness, and equality of opportunity. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting the accessibility requirements under the AODA.

CAA Niagara understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact Christine Manuel, VP, Human Resources.

Training

Action Taken:

- Accessible Customer Service Standard and the Integrated Accessibility Standards Regulation training provided to all new hires, within one month of hire,
- Training is provided with any updates or changes to regulations.

Planned Action

- Refresher training on AODA/IASR every two years for employees. Ensure all current employees receive refresher training by September 2021.
- Review advanced training for Journey's Day/Multi Day Tour Directors to support assessing and supporting people with disabilities while on a tour. Complete by January 2022.



Information and Communications Standard

CAA Niagara is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Action Taken:

- As per the [Information and Communications Standards](#), CAA Niagara has made our websites compliant with [Web Content Accessibility Guidelines \(WCAG\) 2.0](#), Level AA

Planned Action:

- Compliance with the AODA protocols will be incorporated into the selection criteria for vendors for technology, website and software development initiatives.
- Review all emergency procedures, plans and public safety information for locations and CAA Niagara Journey's tours, and improve written and verbal communications to reduce/remove barriers in the event of emergency. Ensure all safety plans and Journey tours have updated procedures by September 2021. Continue to review potential barriers in the future.
- Improve communications by launching and training on TTY for phone systems. Completion by October 2021.

Employment

CAA Niagara is committed to fair and accessible employment practices.

Action Taken:

- Informing of applicants throughout the recruitment stages of accommodation process.

Planned Action:

- Review and relaunch of all new policies, including accommodation and return to work processes and employee supports. Ensure completion by end of September 2021.
- Review performance management
- Review and relaunch all workplace emergency response safety information, ensuring accessible format and awareness to employees in emergency situations. Completion by November 2021.

Design of Public Spaces

CAA Niagara is committed to ensuring newly constructed or redeveloped public spaces to be accessible for people with disabilities.

Action Taken:

- CAA Niagara ensures that all renovations or newly constructed public spaces meet the public space standard of AODA.



For more information

For more information on this accessibility plan or an accessible format of this document, please contact Human Resources at:

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