



- Auto Club
- Travel Agency
- Insurance

## **Accessibility Plan and Policies for CAA Niagara**

This 2014-21 accessibility plan outlines the policies and actions that **CAA Niagara** will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

CAA Niagara is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

### **Accessible Emergency Information**

CAA Niagara is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training (Ongoing)**

CAA Niagara will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

CAA Niagara will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- All staff, clients, volunteers and Board members will be trained on the AODA as outlined by the Director of Human Resources. This may include paper modules, DVD format, or verbal instruction.
- A copy of the training records will be kept on file with the Director of Human Resources and training will be reviewed every fiscal year.

## **Information and communications**

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.

CAA Niagara will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by **January 1, 2014**:

- Currently under renovation, Goodwill is using the WCAG 2.0, Level A program to assist with the redevelopment of the website.
- We will include our commitment to the AODA standards and continue to monitor new technologies that may improve our website and social media advertising.

CAA Niagara will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

- We will continue to have our contact information posted in all locations including the website, reviewing it annually.
- Feedback can be delivered in person, via email, mail, fax, or on the phone to the Director of Human Resources at any time.

CAA Niagara will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2016**:

- All publicly available information will be made available in print, on computer via email or website to allow for specialised computer programs, and any other means necessary in order for individuals to be able to access and understand the content including in person meetings with CAA Niagara Staff.

## **Employment**

CAA Niagara is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, CAA Niagara will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

- Redevelop and implement new recruitment and hiring policies, procedures and practices to include processes that will be modified to accommodate their disabilities, if requested.
- During recruitment job applicants will know that recruitment and hiring processes will be modified to accommodate their disabilities, if requested. We will include the equal opportunity employer, accommodations may be made statement to all

postings (internal and external), use multiple ways to apply for positions (email, fax, walk-ins, or phone/email for special instructions)

CAA Niagara will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Director of Human Resources will meet with staff prior to return to work date to develop and plan implementation of a formal return to work action plan this will include duties, timelines, expectations and reporting systems for moving forward.
- Policies and procedures will be written for the return to work process following an absence due to a disability.

CAA Niagara will take the following steps to prevent and remove other accessibility barriers identified:

- Beginning in the fall of 2013, annually CAA Niagara will survey employees, volunteers, clients and customers to assist us with preventing and removing accessibility barriers in our locations.
- Currently all locations have accessibility buttons, access to accessible changing areas and wide doorways.
- Our apartment buildings have wide doorways, elevators, access to hand bars and wheel chair accessible units.

### **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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- Email: [opportunities@caaniagara.ca](mailto:opportunities@caaniagara.ca)
- Office: 3271 Schmon Pkwy, Thorold, ON, L2V 4Y6