

Integrated Accessibility Standards Multi-Year Work Plan

The Canadian Institute for Health Information (CIHI) is committed to providing products and services to all customers in a way that ensures that people with disabilities have the same opportunity to access and benefit from them.

This work plan outlines our progress in meeting the requirements and deadlines indicated in the *Accessibility Standards for Customer Service* (Ontario Regulation 429/07) under the *Accessibility for Ontarians With Disabilities Act* (AODA) for large private organizations with 50 or more employees.

Accessibility requirements

General

Section 3: Establishment of accessibility policies

- Create an accessible customer service policy that sets out practices and procedures with respect to accessible customer service and that addresses various matters, including communication with individuals with disabilities, assistive devices, support persons and service animals
 - **Deadline:** January 1, 2014
 - **Status:** Completed
- Post policy on the intranet/internet
 - **Deadline:** January 1, 2014
 - **Status:** Completed

Section 4: Accessibility plans

- Establish, implement, maintain and document a multi-year accessibility plan
 - **Deadline:** January 1, 2014
 - **Status:** Completed
- Post the plan on the intranet/internet
 - **Deadline:** January 1, 2014
 - **Status:** Completed



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- Review and update the plan every 5 years
 - **Deadline:** January 1, 2014
 - **Status:** Ongoing

Section 7: Training

- Research and establish online AODA training for
 - All persons who participate in developing the organization's policies
 - **Deadline:** January 1, 2011
 - **Status:** Completed
 - All other persons who provide goods, services or facilities on behalf of the organization
 - **Deadline:** January 1, 2011
 - **Status:** Completed
 - All employees and volunteers
 - **Deadline:** January 1, 2015
 - **Status:** Completed
- Keep a record of the number of individuals who were trained and the dates the training was provided
 - **Deadline:** January 1, 2015
 - **Status:** Ongoing

Section 8: Accessibility compliance reporting tool to file reports online

- File online accessibility reports
 - **Deadline:** Every 3 years (January 1, 2017)
 - **Status:** Ongoing

Sections 11 and 12: Feedback process, accessible formats and communication supports

- Create a process through which individuals with disabilities can provide feedback regarding the provision of goods and services
 - **Deadline:** January 1, 2015
 - **Status:** Completed

- Upon request, arrange to provide accessible formats and communication supports in a timely manner for persons with disabilities
 - **Deadline:** January 1, 2015
 - **Status:** Ongoing

Section 14: Accessible websites and web content

- Ensure that new websites and content on those sites comply with the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 Level A
 - **Deadline:** January 1, 2014
 - **Status:** Completed
- Ensure that all websites and content comply with WCAG 2.0 Level AA
 - Exceptions: Success criteria 1.2.4 Captions (Live) and 1.2.5 Audio Descriptions (Pre-Recorded)
 - **Deadline:** January 1, 2021
 - **Status:** Ongoing

Employment standards

Section 22: General recruitment

- Notify people about available policies and accommodations, where needed, for applicants with disabilities to support their participation in recruitment processes (e.g., in job postings, career websites, recruitment guidelines)
 - **Deadline:** January 1, 2016
 - **Status:** Completed
- Provide suitable accommodation that takes into account applicants' accessibility needs due to disability
 - **Deadline:** January 1, 2016
 - **Status:** Completed

Section 23: Recruitment, assessment or selection process

- During the recruitment process, notify job applicants who are chosen to participate in an assessment or selection process that accommodations are available upon request regarding the materials or processes used
 - **Deadline:** January 1, 2016
 - **Status:** Completed

- If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability
 - **Deadline:** January 1, 2016
 - **Status:** Completed

Section 24: Notice to successful applicants

- When making an offer of employment, notify the successful applicant of the organization's policies for accommodating employees with disabilities
 - **Deadline:** January 1, 2016
 - **Status:** Completed

Section 25: Informing employees of support

- Inform employees of the organization's policies to support employees with disabilities, including but not limited to policies on providing job accommodation
 - **Deadline:** January 1, 2016
 - **Status:** Completed
- Provide information to new employees as soon as practicable after they begin working
 - **Deadline:** January 1, 2016
 - **Status:** Completed
- Provide updated information to employees whenever there is a change to existing policies regarding job accommodation
 - **Deadline:** January 1, 2016
 - **Status:** Completed

Section 26: Accessible formats and communication supports for employees

- Upon request, consult with employees with disabilities to determine which accessible formats or communication supports they require to perform their job and to consume information that is generally available to employees in the workplace
 - **Deadline:** January 1, 2016
 - **Status:** Completed

Section 27: Emergency preparedness and response information

- For employees with disabilities who require assistance in the event of an emergency, communicate individualized emergency response information in a manner that the employee can understand
 - **Deadline:** January 1, 2012
 - **Status:** Completed
- Provide individualized workplace emergency response information to employees with a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability
 - **Deadline:** January 1, 2016
 - **Status:** Completed

Section 28: Documented individual accommodation plans

- Develop and have in place a written process for creating documented individual accommodation plans for employees with disabilities; the process must include the following elements:
 - The manner in which an employee can participate in the development of the plan
 - **Deadline:** January 1, 2016
 - **Status:** Completed
 - The means by which the employee is assessed on an individual basis
 - **Deadline:** January 1, 2016
 - **Status:** Completed
 - The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine whether and how accommodation can be achieved
 - **Deadline:** January 1, 2016
 - **Status:** Completed
 - The steps to protect the privacy of the employee's personal information
 - **Deadline:** January 1, 2016
 - **Status:** Completed
 - The frequency with which the accommodation plan will be reviewed and updated and the manner in which it will be done
 - **Deadline:** January 1, 2016
 - **Status:** Completed

- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee
 - o **Deadline:** January 1, 2016
 - o **Status:** Completed

Section 29: Return-to-work process

- Develop and have in place a documented return-to-work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work
 - **Deadline:** January 1, 2016
 - **Status:** Completed

Section 30: Performance management

- Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when undertaking a performance management process with employees with disabilities
 - **Deadline:** January 1, 2016
 - **Status:** Completed

Section 31: Career development and advancement

- Take into account the accessibility needs of employees with disabilities, as well as any individual accommodation plans, when providing career development and advancement to employees with disabilities
 - **Deadline:** January 1, 2016
 - **Status:** Completed

Section 32: Redeployment

- Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities
 - **Deadline:** January 1, 2016
 - **Status:** Completed

The following sections of the 2012 document *A Guide to the Integrated Accessibility Standards Regulation* do not apply to CIHI:

Sections 1, 2, 5, 6, 9, 10, 13, 15 to 21 and 33 to 80

Revised: November 1, 2019