

**Multi-Year Accessibility Plan – AODA**

**Prev Review Date: Oct 7, 2013**  
**Current Review Date: Dec 29, 2014**  
**Next Review Date: Dec 29, 2019**

**Report Due Date: Jan 1, 2014**

This 2014-2021 accessibility plan outlines the policies and actions that Canadian Base Operators will put into place to improve opportunities for people with disabilities.

**STATEMENT OF COMMITMENT**

Canadian Base Operators is committed to providing accessible customer service to all individuals, including people with disabilities. To that end, this plan outlines the specific steps to be taken by CBO to ensure full accessibility in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

**ESTABLISHMENT OF ACCESSIBILITY POLICIES AND PLANS****Canadian Base Operators will, by Jan 1 2014:**

- ⌚ Develop, implement and maintain corporate policy/policies describing what we do, or intend to do, to meet the requirements of AODA regulation. Policy/policies will be documented in writing, include a statement of commitment, and be made publically available, and in accessible formats, upon request.
- ⌚ Establish, implement, develop and maintain a multi-year accessibility plan, post the plan on our website, and provide the plan in an accessible format, upon request. The plan will be reviewed at least once every five years.

**TRAINING****Canadian Base Operators will, by Jan 1 2015:**

- ⌚ Provide training to all existing and new employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it related to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.
- ⌚ Provide training to all people involved in the development of Company policies
- ⌚ Keep a record of the training provided, including the dates the training took place and the number of individuals trained.
- ⌚ Provide training when the organization's accessibility policies change.

**INFORMATION AND COMMUNICATIONS STANDARDS****ACCESSIBLE WEBSITES AND WEB CONTENT****Canadian Base Operators will, by Jan 1 2014:**

- ⌚ Make new internet websites and new content on such websites conform with WCAG 2.0 Level A

**Canadian Base Operators will, by Jan 1 2021:**

- ⌚ Make internet websites and web content confirm with WCAG 2.0 Level AA (exclusions as per IASR)

## Multi-Year Accessibility Plan – AODA

### FORMATS, FEEDBACK PROCESSES AND COMMUNICATION SUPPORTS

#### Canadian Base Operators will, by Jan 1 2015:

- ⌚ Ensure existing feedback processes are accessible to people with disabilities upon request.

#### Canadian Base Operators will, by Jan 1 2016:

- ⌚ Provide information and communications in an accessible manner to people with disabilities, in a timely manner and at a cost that is not more than the regular costs charged to other people.

### EMPLOYMENT STANDARD

#### Canadian Base Operators will, by Jan 1 2016:

- ⌚ Inform all employees, both new and existing, of our accessible employment practices. This will include but not be limited to policies on providing job accommodations that take into account an employee's accessibility needs due to disability.
- ⌚ When advertising job positions, state that accommodations for applicants with disabilities are available upon request
- ⌚ When inviting job applicants to participate in the selection process, state that accessibility accommodations are available upon request to support their participation.
- ⌚ When offering a job to a successful applicant, inform them of our organization's policies on accommodating employees with disabilities.
- ⌚ Consult with new hires to determine their accessibility needs and how best to accommodate them, and provide information in accessible formats, as required, and provide communication supports, as required.
- ⌚ Have a written process to document individual accommodation plans for employees with disabilities.
- ⌚ Ensure that performance management, career development and re-deployment processes take into account accessibility needs of employees with disabilities and their individual accommodation plans.
- ⌚ Develop a process that supports employees who have been absent due to a disability and require disability-related accommodations when they return to work.

**FOR MORE INFORMATION** or for an Accessible format of this document, contact:

Erin Ayotte, National Human Resources Advisor

101 Pretty River Parkway

Collingwood, ON

N4L 0A1

Phone: 705-446-9019

Fax: 705-446-9008

Email: [eayotte@canadianbaseoperators.com](mailto:eayotte@canadianbaseoperators.com) are available free upon request from: