

Multi-Year Accessibility Plan

Introduction & Statement of Commitment

CTIC strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps CTIC is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how CTIC will play its role in making Ontario an accessible province for all Ontarians.

This 2014-2021 accessibility plan outlines the policies and actions that CTIC will put in place to improve opportunities for people with disabilities.

1. Accessibility Policies and Plans (Compliant)

CTIC has developed, implemented and will continue to maintain policies governing how it achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in AODA.

2. Training (Compliant - 2015)

CTIC has provided training to all employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided as part of onboarding training for new employees.

3. Information and Communication (Compliant – 2015)

CTIC will make its communications available, upon request, in accessible formats for people with disabilities. Accessible formats and communications supports shall be made available in a timely manner, at a cost that is no more than the regular cost charged to others for the communications, and in consultation with the person making the request.

CTIC will ensure all publicly available information is made accessible upon request.

CTIC Websites:

- CTIC has taken steps to ensure all new websites and content on those sites conform with WCAG 2.0, Level A as of January 1, 2014; and

- CTIC has taken steps to ensure all websites and web content conform with WCAG 2.0, Level AA as of January 1, 2021.

4. Employment (Compliant - 2016)

CTIC is committed to fair and accessible employment practices across all stages of the employment life cycle.

- Develop and maintain return to work processes for employees who are absent from work due to a disability and who require disability related accommodations in order to return to work. The return to work process shall include an outline of the individual's accommodation plan.
- Incorporate individual accommodation and accessibility needs when managing an employee's performance and when providing career development and advancement to employees with disabilities.
- CTIC has a process in place by which Individualized Emergency Response Plans can be created for employees as necessary.