



Multi-Year Accessibility Plan

Commitment

Cystic Fibrosis Canada is committed to ensuring that we provide a safe, welcoming, barrier free and accessible environment for employees, job applicants, volunteers, donors, independent contractors, suppliers and visitors who enter onto our premises, do business with us, access our Web site or communicate with us. Our organization is committed to working towards full compliance with all standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). We affirm our commitment to providing quality services in a manner that respects the dignity and independence of persons with disabilities.

This Multi-Year Accessibility Plan outlines the achievements, policies, procedures and actions that Cystic Fibrosis Canada has put into place, as well as plans going forward to meet accessibility requirements and to improve opportunities for people with disabilities. The plan shows how Cystic Fibrosis Canada will play its role in making Ontario an accessible province for all Ontarians. The current plan covers a five-year period (2013-2018). This plan will be reviewed and updated every year to identify progress made in addressing barriers. The plan is posted on Cystic Fibrosis Canada's Web site and internally on SharePoint.

Legislation

The standards on providing accessible customer service are set out in the: Accessibility Standards for Customer Service (Ontario Regulation 429/07) and Integrated Accessibility Standards (Ontario Regulation 191-11).

Accessibility Standards for Customer Service

Cystic Fibrosis Canada has established, implemented and maintained an Accessibility policy that includes Standards for Customer Service to meet its obligations under the Regulations. This policy has been reviewed and revised since first written. The policy will be reviewed annually. The following required components are included in our policy:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.

- People with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- People with disabilities may use assistive devices and/or support persons in the access of goods and services.
- People with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- Cystic Fibrosis Canada employees, when communicating with a person with a disability, do so in a manner that takes into account the person's disability.
- Cystic Fibrosis Canada provides training on Accessibility Standards for Customer Service to all employees and everyone who deals with the public. New employees and volunteers must complete the training during orientation.
- Notice will be provided on our website, over the phone, or in writing where applicable, when a Service Disruption occurs and will be done as quickly as possible if the disruption is unexpected.
- Feedback relating to our programs and services with regard to customer service is welcomed and appreciated. Cystic Fibrosis Canada welcomes feedback via the phone, email, in writing or on our Web site. All feedback is reviewed and potential gaps in customer service are identified to ensure appropriate action is taken to rectify the situation.
- Accessibility Standards for Customer Service must be read, reviewed and signed by every employee upon hire. Completion of training of all employees and volunteers is tracked and recorded. The Human Resources department is responsible for ensuring this training.
- Review of the Accessibility Policy takes place annually.
- The Accessible Policy is published on Cystic Fibrosis Canada's Web site and is available in accessible format upon request.

Integrated Accessibility Standards Regulation (IASR)

Cystic Fibrosis Canada's Multi-Year plan is posted on the organization's Web site. It is reviewed and updated on an annual basis.

Training:

Training on AODA, the Customer Service Accessibility Standard, the Integrated Accessibility Standards and the Human Rights Code is provided to all employees, volunteers, policy makers and all other people who provide goods, services or facilities on behalf of the organization.

Cystic Fibrosis Canada has taken the following steps to ensure employees, volunteers or others are provided with the training needed to meet legislated requirements:

- The type and depth of training required is determined based on the duties of the employees, volunteers or others.
- Every person is trained upon hiring during orientation, and thereafter as policies change.
- The Human Resources department tracks and maintains all training records.
- Training resources can be provided in an accessible format that takes into account the accessibility needs of a person with a disability upon request.

Information and Communications Standard

Cystic Fibrosis Canada has taken the following steps to ensure compliance with this standard:

- Upon request Cystic Fibrosis Canada will provide or arrange for the provision of accessible formats and communication supports for people with disabilities in a timely manner and at regular cost.
- Upon request the organization will also provide public information about emergency procedures or public safety information in an accessible format or with communication supports as soon as practical.
- Cystic Fibrosis Canada will communicate to people with disabilities in ways that take into account their disability.
- Cystic Fibrosis Canada will consult with any persons with a disability making a request to determine the suitability of an accessible format or communication support.
- Cystic Fibrosis Canada is currently working to make its Web site, Web content and internal communications site conform to the World Wide Web consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

Cystic Fibrosis Canada plans to take the following steps to ensure compliance with this standard:

- Continue to assess accessibility of existing Web site organization and content.
- Ensure that Web site and Web content conforms to WCAG 2.0 Level A.
- Consult with persons requesting alternative formats.
- Post a notice on the website and on premises that information is available in a variety of accessible formats.
- Familiarize staff with sources and time-frames for formatting that is not feasible to do in-house i.e. captioning, video-description and conversion to Braille or audio and any other formatting.

Employment Standard

Cystic Fibrosis Canada is committed to accessible and inclusive employment practices that attract and retain top talent including individuals with disabilities. We have taken the following steps to notify the public and employees that, when requested, Cystic Fibrosis Canada will accommodate people with disabilities throughout the recruitment, selection and onboarding process.

Recruitment and Selection:

- Cystic Fibrosis Canada is committed to ensuring that our recruitment and assessment processes are fair and accessible.
- All supervisors and other employees involved in staffing of any type are required to complete the AODA Employment Standard and Human Rights Code training.
- All job postings include a line that says the organization will accommodate for disability in the recruitment process.
- Managers/supervisors are required to let candidates know that accommodation is available for applicants with disabilities during the interviews and assessment stage of the hiring process.
- When making offers of employment, the successful applicant will be notified of policies for accommodating employees with disabilities.
- All new hires will be notified of policies supporting employees with disabilities during the orientation process.
- Updated information will be provided to employees as changes occur to employment policies.
- Employees with disabilities will be consulted to determine the type of accessible format or support they require.

For further details on the organization's Recruitment and Selection policy, employees can refer to the Human Resources Guide.

Documented Individual Accommodation Plans:

Cystic Fibrosis Canada is committed to producing and providing documented individual accommodation plans that include the following:

- Participation of the employee requiring the individual accommodation plan;
- Employee providing medical information if necessary;
- Ensuring a high level of confidentiality;
- Providing reason for denial if applicable;
- Providing Individual Accommodation Plans in a format that takes into account the needs of the employee;
- Reviewing plans as needed.

For further details on the Documented Individual Accommodation Plan policy, employees can refer to the Human Resources Guide.

Return to Work:

Cystic Fibrosis Canada has developed and maintains a return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. The process includes steps Cystic Fibrosis Canada takes to facilitate the return to work process. For further details on the Return to Work policy and process, employees can refer to the Human Resources Guide.

Performance Management, Career Development & Redeployment:

Cystic Fibrosis Canada is committed to ensuring the accessibility needs of employees with disabilities are taken into account when using the performance management process, providing career development or accessing the redeployment process. For further details on the policies developed by Cystic Fibrosis Canada, employees can refer to the Human Resources Guide.

Workplace Emergency Response Information:

Cystic Fibrosis Canada is committed to providing individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary. A policy has been written to ensure this information is provided when needed. Important elements included in the policy are:

- The employer shall provide the information required under this policy as soon as practical after the employer becomes aware of the need for accommodation.
- If an employee who receives individualized workplace emergency response information requires assistance and gives consent, the individualized information shall be shared with the person designated to provide assistance.
- An employee's individualized workplace emergency response information shall be reviewed when:
 - the employee changes work locations;
 - when the employee's overall accommodation needs are assessed;
 - when the policy is reviewed.

For further details on the individualized Workplace Emergency Response Information policy employees can refer to the Human Resources Guide.

Design of Public Spaces

Cystic Fibrosis Canada will establish plans to meet the Accessibility Standards for the Design of Public Spaces when applicable in the building or modifying of public spaces under Cystic Fibrosis Canada's control.