



ACEP-CAPE

2024-2029 Multi-Year Accessibility Plan

Under the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulations

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Object & Purpose

Under the *Accessibility for Ontarians with Disabilities Act, 2005* (the “AODA”) and the *Integrated Accessibility Standards Regulations* (the “Regulations”), ACEP-CAPE (or the “Association”) is required to create and implement a multi-year accessibility plan which outlines ACEP-CAPE’s strategy to prevent and remove barriers to accessibility.

This 2024-2029 Multi-Year Accessibility Plan (“MYAP” or the “Plan”) outlines how ACEP-CAPE plans to identify, prevent, and remove barriers for persons with disabilities.

Statement of Commitment

The Association is committed to ensuring equal access and participation for people with disabilities. We are committed to treating all people in a respectful way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the accessibility requirements under the AODA and the Regs and meeting the needs of people with disabilities in a timely manner. To that end, we will endeavour to prevent and remove barriers to accessibility, as set out below.

2024-2029 Multi-Year Accessibility Initiatives

The multi-year initiatives set out in this Plan continue the foundational work of previous policies and incorporates new ideas to address persistent barriers to accessibility.

The initiatives fall under the following six key areas:

- Member Service Standards;
- Emergency Response information;
- Accessibility Training;
- Information and Communications;
- Employment Practices; and
- Public and Member Spaces.

1. Member Service Standards

ACEP-CAPE strives for excellence in serving all our members, including those who may have disabilities. We are committed to ensuring that persons with disabilities have equal access to our services and receive the same quality of services, in a manner that respects their dignity and independence. In accordance with the terms of our **Accessible Member Service Policy**, we commit to:

- communicate with members and visitors who have disabilities in ways that take into account their disability and facilitate effective communications;
- invite anyone to use their assistive devices to access or benefit from our services;
- welcome to our premises members and visitors who are accompanied by a support person, or who rely on a service animal;
- train the employees of our Association and Directors of the Association's National Executive Committee to communicate appropriately with people with various types of disabilities; and
- maintain a process for receiving and responding to feedback.

2. Emergency Response Information

ACEP-CAPE will provide members and visitors with publicly available emergency information in an accessible manner upon request. We also provide members with individualized emergency response information and accommodation, as required by the AODA and the Regulations.

3. Accessibility Training

ACEP-CAPE will ensure that training is provided to all employees of the Association and Directors of the Association's National Executive Committee on the requirements of the AODA, the Regs, and Ontario's **Human Rights Code** (the "**Code**") as it relates to people with disabilities. Training will be provided to

employees of the Association and Directors of the Association’s National Executive Committee in a way that is appropriate to their duties and will include:

- mandatory training on the requirements of the Integrated Accessibility Standards and on the requirements of the Code as they pertain to persons with disabilities;
- orientation of our accessibility policies for all new employees, as well as whenever changes are made to relevant policies and procedures; and
- mandatory training on the AODA and its intersection with the Code, the requirements of the Accessibility Standards for Customer Service, and the Association’s Accessible Member Service Policy.

ACEP-CAPE will provide updated training to all employees where the Association’s accessibility policies have been amended or statutory requirements have changed.

ACEP-CAPE will keep a record of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

4. Information and Communications

ACEP-CAPE will provide any person with a copy of the documents required under the ***Accessibility Standards for Customer Service, Ontario Regulation 429/07*** upon request (see below for our contact information).

ACEP-CAPE is committed to meeting the communications needs of people with disabilities, including with respect to the Association’s feedback process. We will take the following steps to ensure existing feedback processes are accessible:

- ACEP-CAPE members and members of the public can provide feedback through several formats, including by mail, email, phone, fax and/or personal visits to our office;
- Where a response to the feedback is requested in an accessible format, we will consult with the recipient to ensure the accessible format is appropriate; and

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- ACEP-CAPE staff will be trained to provide services and receive feedback in a manner compliant with AODA's Accessibility Standards for Customer Service for persons with disabilities.

Upon request, ACEP-CAPE will arrange for the provision of accessible formats and communication supports for persons with disabilities. This will be done in a timely manner that takes into account the person's accessibility needs. We will consult with persons with disabilities to determine their specific needs.

Except where meeting this requirement is not practicable, ACEP-CAPE will ensure its website content conforms with WCAG 2.0, Level AA.

5. Employment Practices

ACEP-CAPE is committed to fair and accessible employment practices.

ACEP-CAPE will accommodate people with disabilities during its recruitment processes, as well as when people are hired. This will include the following practices:

- Internal and external job postings for employment opportunities at the Association will continue to reflect the Association's commitment to the AODA and to providing accommodations for applicants with disabilities in the recruitment process;
- Upon request, ACEP-CAPE shall offer applicants selected for an interview accommodation during the interview process. ACEP-CAPE shall consult with applicants to determine and provide suitable accommodation commensurate with their accessibility needs;
- With the consent of the Association's internal staff union, the collective agreement signed between the Association and its staff union will provide that the Association is committed to AODA principles and to accommodating employees with disabilities; and

Employment contracts signed between a non-unionized ACEP-CAPE employee and the Association will include a reference to the Association's commitment to AODA principles and to accommodating employees with disabilities. ACEP-CAPE will continue to take the following steps to formalize the process for developing

individual accommodation plans and return-to-work plans for employees that have been absent due to a disability:

- Requests for accommodation will be dealt with on a one-on-one basis, in consultation with the union where applicable and requested, and the privacy of the employee will be reasonably protected;
- Individual accommodation plans and return-to-work plans will be in writing and kept on file confidentially. Plans will be reviewed periodically and updated as required; and
- ACEP-CAPE is committed to ensuring that the accessibility needs of employees are considered whenever performance management and career development, and redeployment processes are implemented. Feedback and coaching will be provided in a manner that is accessible to employees with disabilities.

6. Public and Member Spaces

ACEP-CAPE will comply with the AODA in respect to the design of public and member spaces. It will also ensure that procedures are in place for preventative and emergency maintenance of the accessible elements in public spaces as required.

Plan Review

ACEP-CAPE will review and update this Plan at least once every five years.

On a regular basis, ACEP-CAPE will also assess, review, and where necessary, amend its policies and procedures to ensure compliance with the AODA and the Regulations.

Contact Information

For more information about this Plan, to obtain copies of our accessibility policies, accessible formats of any of our AODA documents or policies, or a copy of our accessibility compliance report, or to provide feedback, please contact:

ACEP-CAPE – 2024-2029 Multi-Year Accessibility Plan

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For more information on our feedback process see our Accessible Member Service Policy.