



# ACEP-CAPE

## 2024-2029 Multi-Year

# Accessibility Plan

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

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

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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

At ACEP-CAPE, we are committed to not only meeting accessibility requirements but also fostering a community where all members are respected, included, and supported. We aim to make accessibility the standard, ensuring every member can maintain their dignity and independence. We believe in integration and equal opportunity. In compliance with the AODA and the Regulations, we are dedicated to addressing the needs of people with disabilities promptly. We will work to prevent and remove barriers to accessibility as outlined 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 consider 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

At ACEP-CAPE, we ensure that all our employees and leaders receive thorough, ongoing training on accessibility. Including, but not limited to, on the requirements of the AODA, the Regs, and Ontario's **Human Rights Code** (the "Code") as it relates to people with disabilities. This training is about cultivating empathy and understanding for the diverse experiences of our members. Specifically, training will be provided to employees of the Association and to the

Directors of the Association’s National Executive Committee for both necessary and position-relevant content 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**

We understand that our members communicate in diverse ways, and we are committed to making sure every member’s needs are met. Whether through accessible formats or personalized communication support, we will work with you to ensure that your voice is heard and respected.

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

- 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.

If you need any of our materials in a format that works better for you, we’re here to help. ACEP-CAPE will therefore 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). We’ll work with you to understand your specific needs and provide accessible formats, and communication supports, where possible, while always keeping your accessibility in mind.

We’re committed to making our website as accessible as possible, meeting WCAG 2.0, Level AA standards, so that all members can access the information they need.

## **5. Employment Practices**

We are committed to creating a workplace where everyone can fully participate. Our employment practices focus on ensuring fairness and accessibility for all employees, where possible.

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

- Job postings at ACEP-CAPE will reflect our commitment to accessibility. We want every applicant to feel supported, and we will provide accommodations throughout the recruitment process;
- Upon request, ACEP-CAPE will provide accommodations to applicants selected for an interview. Let us know your needs, and we will ensure appropriate support is provided during the interview process.

Employment contracts signed between a non-unionized ACEP-CAPE employee and the Association will seek to include a reference to the Association’s commitment to AODA principles and to accommodating employees with disabilities.

- Requests for accommodation will be dealt with on an individual basis, in consultation with the union where applicable and requested, and the privacy of the employee will be reasonably protected.

## **6. Public and Member Spaces**

We take pride in making sure that all our public and member spaces are designed with accessibility in mind. We also keep these spaces well-maintained so that everyone can use them safely and easily, especially during emergencies. 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**

If you'd like more information about this Plan, need any of our documents in an accessible format, or have feedback to share with us related to our accessibility policies, we'd love to hear from you! Just reach out to us at:

#### **Accessibility Coordinator**

ACEP-CAPE

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Ottawa, ON K1R 1A4

Telephone: 613-236-9181

Toll-free telephone: 1-800-265-9181

Fax: 613-236-6017

Email: [inclusion@acep-cape.ca](mailto:inclusion@acep-cape.ca)

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