



CCRW Accessibility Plan 2021-2026

Date: July 1, 2021

Message from the CEO

It is my honour to put forward this accessibility plan. As the CEO at CCRW, it is of utmost importance to me to ensure we are leading by example, and this plan outlines how we will both adhere to the regulations of accessibility, but also how we will embrace the meaning and the intention of accessibility initiatives. Through this plan, I am committing CCRW to accessibility throughout all we do.

As an organization responsible for promoting meaningful and equal employment opportunities, CCRW holds a unique position in terms of accessibility. We expect employers and businesses across Canada to implement inclusive practices and we must show our commitment by ensuring we hold ourselves to the highest possible inclusive practices.

CCRW has been a disability champion for years in ensuring equitable and meaningful employment for people with disabilities, and the strategic plan that CCRW upholds from 2021-2026 will ensure creation of goals to solidify our commitment even further.

We believe that accessibility, diversity and inclusion allows us to demonstrate our respect for all individuals and give us an opportunity to fully contribute to community progress and wellbeing.



Introduction

The mission of the Canadian Council on Rehabilitation and Work (CCRW) is to promote and support meaningful and equitable employment of people with disabilities. As innovators and agents of change, CCRW builds partnerships, develops skills, shares knowledge, and influences attitudes. Moreover, CCRW's vision is to be the preeminent Canadian Centre of excellence on the economic, social, and psychological aspects of disability (be it one or more physical, sensory, medical, learning, or mental health disability), as they impact people's ability to seek, acquire, and retain productive employment.

CCRW is committed to working towards full compliance with current standards of the Integrated Accessibility Standards Regulation Policy, Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005; Accessibility for Manitobans Act, 2013; the Nova Scotia Accessibility Act, 2017; British Columbia Accessibility Act, Bill-6, 2021 and Accessible Canada Act, 2019. Through these compliances and more, CCRW ensures that its services and programs are accessible to everyone. The core principles of these policies are dignity, independence, integration and equal opportunity which align with our strategic plan and our values.

Our Accessibility Principles:

- To be sensitive to the needs of all individuals, and modify our approach depending on their communication style, disability, business acumen, technical skills, culture, etc.
- To take the time to understand the needs of persons with disabilities and how they want to be approached
- To recognize the capability of persons with disabilities and support their choices for equitable and meaningful participation in society
- To create an environment where all people may attain equal access and opportunities

Statement of Commitment to Accessibility

CCRW believes in integration and equal opportunity and is committed to treating all people in a way that allows them to maintain their dignity and independence. CCRW is committed to making every reasonable effort to meet the needs of persons with disabilities in a timely manner. This means identifying, removing, and preventing barriers to accessibility, and meeting accessibility standards in accordance with the Accessibility for Ontarians with Disabilities Act; Accessibility for Manitobans Act; the Nova Scotia Accessibility Act; British Columbia Accessibility Act, and Accessible Canada Act. CCRW is committed to develop, implement, and maintain policies that govern how the organization achieves or will achieve accessibility.

CCRW recognizes that persons with disabilities themselves are not considered barriers. A barrier is anything that prevents a person with a disability from fully participating or not having full access to all aspects of society. Most barriers are not intentional, but often evolve as persons with disabilities are not considered in designing spaces, products or services, creating policies or procedures, or in the provision of goods, services and facilities. CCRW is committed to identifying, removing and preventing barriers of all types, including attitudinal, information and communication, systemic, physical and architectural, and technological barriers.

The CCRW Multi-Year Accessibility Plan (MYAP) outlines our strategy to prevent and remove barriers to accessibility through examining the policies, achievements and actions that CCRW has taken and the work underway. The current plan covers a five-year period (2021-2026). This MYAP will be reviewed and updated once a year to identify progress made in removing and preventing barriers to accessibility. The CCRW Accessibility Policy and MYAP will be posted on the CCRW website. When requested to do so, CCRW will make the documents available in alternative formats.

Section One: Past Achievements to Remove and Prevent Barriers

This section includes a summary of the accessibility initiatives CCRW has completed.

General

CCRW has developed, implemented and maintained an Accessibility Policy and a Multi-Year Accessibility Plan that outlines strategies and steps it will take to identify, prevent and remove barriers for persons with disabilities.

Customer Service

CCRW is committed to making any reasonable effort to ensure that goods and services are provided in a manner that respects and promotes principles of independence, dignity, integration and equal opportunity for all persons.

The following measures have been implemented in the CCRW policies, practices and procedures:

- The provision of goods and services to persons with disabilities is integrated to ensure all are able to benefit from the same services in the same manner as other customers. If an alternative method is requested, it will be provided.
- Persons with disabilities are given an equal opportunity to access, obtain and benefit from our goods and services
- When accessible formats and/or communication supports are requested, CCRW will provide or arrange for the provision of accessible formats and communication supports in a timely manner, at a cost no more than the regular cost charged to all persons
- When accessible formats and/or communication supports are requested, CCRW will consult with the person making the request to determine the suitability of the accessible format or communication support
- Ensuring user-friendliness of the goods, services and facilities provided is optimal by making sure that interactions are easy to understand, navigate, operate, modify and manipulate
- When communicating with persons of disabilities, CCRW employees communicate in a manner that takes into account the person's disability, and avoid making any assumptions
- Invoices are provided in an accessible format to all customers and external service providers, and alternative formats are provided on request
- Communications support including ASL interpretation and captioning are provided at CCRW-hosted public events; other forms of accommodation are available upon request.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services. If the support person is assisting the customer in participating in CCRW programs or events, the support person is not charged a fee to attend the program or event
- Persons with disabilities will be provided notices in the event of a planned or unexpected disruption of service or inaccessibility of facilities, by posting such notices at all public entrances on the CCRW premises. If the disruption is long-term, CCRW will post an announcement on its website to inform customers of the location of the disruption, its location and alternative solutions.
- "The Customer Service Standard" training, in accordance with Canadian and provincial accessibility laws, is completed as part of the onboarding process to inform workplace

practices, and facilitate interaction with persons of disabilities in the provision of goods and services

- “Gender Based Analysis Training” is completed as part of the onboarding process, which provides a method for understanding systemic inequalities, and considers intersectionality when interacting with persons of disabilities
- Additional resources and training provided by our partners on the provision of goods and services and accessible customer service are available on CCRW’s Yammer platform for employees to complete
- Feedback related to CCRW programs and services with regards to customer service is welcomed and encouraged. The feedback can be provided by email, verbally, phone call, website, or other means of communication supporting the person’s disability.
- A process is in place to ensure that feedback collected from customers or the general public is reviewed and analyzed to identify potential gaps in customer services, and to ensure appropriate actions are taken

Information and Communications

CCRW makes every effort to communicate in a manner that takes into account all individuals.

The following measures have been implemented in the CCRW policies, practices and procedures:

- Our new website is designed to be user-friendly and meets the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards
- With the development of the Business Solutions Development in 2020, all internal CCRW branded templates are formatted to meet accessibility standards assessed through the Microsoft Suites built-in accessibility check
- Guidelines on how to make Microsoft Word and PowerPoint documents accessible have been developed with optional training provided in January 2021
- CCRW business cards include information in braille
- All virtual meetings at CCRW are conducted on Microsoft Teams and Zoom which are the most accessible video conferencing softwares. If available, documents are shared prior to team meetings to increase accessibility
- When collecting information from staff via surveys (e.g. employee satisfaction survey), accessible methods are used such as Microsoft Forms or SurveyMonkey. Other formats are available upon request
- An accessible feedback process is in place and alternate formats are readily available such as telephone, fax, mail, email and in-person. These processes have been communicated to the public on our website

- Emergency procedures, plans and public safety information are available to the public, and they are provided in an accessible format or with appropriate communication support upon request

Employment

CCRW is committed to inclusive and accessible employment practices that attract and retain individuals with disabilities. We are committed to ensuring that our recruitment and assessment processes are fair and accessible to all, including taking into account the accessibility needs of candidates and employees with disabilities with regards to accommodations, return to work policies, and performance management and career development processes.

The following measures have been implemented in the CCRW policies, practices, and procedures:

Recruitment

- Advising applicants with disabilities that we will provide accommodations, accessible formats, and communication supports for all aspects of the interview and recruitment process upon request
- When recruiting applicants with disabilities, CCRW employees will consult with the applicant to provide suitable accommodations that take into account the applicant's disability related needs
- All job postings will have the following at the bottom of each posting: *"CCRW is committed to workplace inclusion. Candidates of diverse backgrounds are encouraged to apply. If you require an accommodation at any point in the application process for this position, please email careers@ccrw.org."*
- Interviews will take place in a location that is accessible, and considers the needs of the applicant
- All successful applicants will be made aware of how CCRW will support them if they have a disability or should they acquire a disability in their career
- All successful applicants will be provided formal and informal training in an accessible location, and training materials will consider accessible formats and communication supports

Employee Supports and Retention

- Advising employees of the CCRW's accessibility policies, as well as any updates or changes

- Development and ongoing review of the Individualized Accommodation Plan, which will be completed in collaboration with the Employee and Supervisor/ Manager, and in consultation with the Human Resources Coordinator and/or Medical/ External Expert (as needed at the company’s expense)
- The Individualized Accommodation Plans are provided in a format that takes into account the needs of the employee
- Ensuring privacy and confidentiality in processes for persons with disabilities, and those who self-identify as needing accommodations
- Accessibility needs of employees with disabilities, as well as Individual Accommodation Plans are taken into account when using performance management processes and career development and advancement opportunities
- CCRW has collected workplace emergency response information for each employee, which includes contact information for personnel to contact in case of an emergency
- Additional online training on “Autism and Neurodiversity in the Workplace” is available, which provides practical strategies, and is designed to assist human resource professionals, employers, supervisors, managers and employees on how to support all employees to be successful in the workplace
- CCRW has supported their employees in acquiring training related to supporting individuals with disabilities such as Mental Health First-Aid training
- Additional resources and training on building an inclusive environment is available through the Mental Health Commission of Canada’s “Aspiring Workforce Toolkit.”

Procurement

CCRW is committed to accessible procurement processes and has a policy in place to decide on how to incorporate accessibility into goods, services, and facilities.

The following measures have been implemented in the CCRW policies, practices and procedures:

- CCRW uses accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practicable to do so.
- When it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, it will provide an explanation upon request.

Training

CCRW is committed to training staff and volunteers on accessibility laws and policies that are related to persons with disabilities.

The following measures have been implemented in the CCRW policies, practices and procedures:

- Training is provided to all CCRW employees on the requirements of Canadian and Provincial Accessibility Laws and the Human Rights Code, as it applies to individuals with disabilities, and it is completed within five days of onboarding
- Training is provided in a manner that is related to the duties and needs of employees
- Employees are trained on one or more standards as they relate to the duties and responsibilities of their position
- “Gender Based Analysis Training” is completed as part of the onboarding process, which provides a method for understanding systemic inequalities, and considers intersectionality when interacting with persons of disabilities

Design of Public Spaces

CCRW is committed to providing built spaces that welcome people of all abilities, as per the Design of Public Spaces Standard under the Integrated Accessibility Standard Regulation

The following measures have been implemented in the CCRW policies, practices and procedures:

- CCRW has ensured physical & environmental accessibility by sustaining and promoting built environments that take into account accessibility.
- CCRW will take appropriate measures to prevent service disruptions to the accessible parts of its public spaces.
- In the event of a service disruption, CCRW will make every reasonable effort to notify the public of the service disruptions and alternatives available

Section Two: Strategies and Actions Planned for 2021-2026

The Chief Operating Office or designate will be responsible for implementing each of the initiatives listed below.

General

CCRW will review and modify this multi-year accessibility plan every year. CCRW will also post annual status reports to let the public know what CCRW has done towards the accessibility plan. Feedback from these reports will be included in the CCRW measurement plan.

Customer Service

CCRW is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

CCRW is planning the following initiatives related to customer service:

- Publish the Accessibility Policy and the Multi Year Accessibility Plan on the CCRW website, which includes information on providing Accessible Customer Service
Deadline: JULY 2021
- Develop an internal feedback system, which allows employees to provide feedback anonymously
Deadline: JANUARY 2022
- Develop tip sheets for employees on interacting with persons with disabilities
Deadline: JANUARY 2022 STATUS: IN PROGRESS
- Develop meeting/ public information protocols for in person and virtual programs, services, and events to ensure the needs of persons with disabilities are met
Deadline: JANUARY 2022
- Include opportunities for feedback at the end of education, engagement, and skills development to understand how well accessibility related needs of participants are being met, and consider opportunities for improvement
Deadline: JANUARY 2022
- Internal and external disability awareness campaigns, including dissemination of accessibility expertise & policy papers to society and key decision-makers, training sessions and services
Deadline: JANUARY 2026 Status: ONGOING
- Develop digital services with accessibility at its core, striving for all users to have equal access to information and functionality
Deadline: JANUARY 2026
- Education, engagement, and skills development through accessibility training including sensitivity training, training on implicit bias and ableism
Deadline: JANUARY 2026 Status: ONGOING
- Develop partnerships that identify emerging innovations and best practices, which lends to upholding our values
Deadline: JANUARY 2026 Status: ONGOING

Information and Communications

CCRW is committed to making our information and communications accessible to people with disabilities.

CCRW is planning the following initiatives related to information and communication:

- Continue to provide employees and customers with emergency information, plans or public safety information in an accessible format upon request
Deadline: JANUARY 2026 Status: ONGOING
- Continue to maintain its current website and content to be at the WCAG 2.0 Level AA standard
Deadline: JANUARY 2026 Status: ONGOING
- Notify the public about the availability of accessible formats and communication supports on their website and how individuals can request it
Deadline: JANUARY 2026 Status: ONGOING
- Continue to make CCRW's up-to-date feedback process available to the public as well as its employees by posting it on its website and providing it in the HR manual
Deadline: JANUARY 2026 Status: ONGOING
- Continue to ensure all documents are available in an accessible format by using the accessible document guidelines
Deadline: JANUARY 2026 Status: ONGOING
- Continue to offer accommodations at all publicly hosted CCRW events
Deadline: JANUARY 2026 Status: ONGOING
- Make CCRW's up-to-date accessibility policy and multi-year accessibility plan available on its website as well as provide them in an accessible format upon request
Deadline: JANUARY 2026 Status: ONGOING

Employment

CCRW is committed to fair and accessible employment practices.

CCRW is planning the following initiatives related to employment:

- Establish a Inclusion, Diversity, Equity, & Accessibility (IDEA) committee to assist employee in all aspects of their employment journey by:
 - Raising awareness and helping to execute Diversity & Inclusion priorities and programs by sharing information, leading events/activities, or gathering feedback
 - Flagging concerns and barriers and providing feedback from employees from diverse backgrounds
 - Providing input on recommended strategic initiatives as requested
 - Participating in learning activities to expand the knowledge and capabilities of the members

Deadline: JANUARY 2022 STATUS: ONGOING

- Accessibility posters in the workplace or online promotional campaigns to encourage and show an inclusive workplace (e.g. “We can help if you’re feeling stressed, injured, need to address a change in your health- diversity makes us stronger.”)
Deadline: OCTOBER 2021 STATUS: ONGOING
- Create tools and resources for managers and employees on leading teams in a virtual environment, and working from home
Deadline: OCTOBER 2021 STATUS: IN PROGRESS
- Develop a running document which provides tools, resources, and training for CCRW employees to access to encourage wellbeing and retention
Deadline: JANUARY 2022 STATUS: ONGOING
- Provide opportunities for anonymous questions or online chats with regards to accessibility questions, concerns, suggestions, changes in policies or procedures
Deadline: JANUARY 2022 STATUS: ONGOING
- Develop and put in place guidelines for accessible interviewing
Deadline: JANUARY 2022 STATUS: IN PROGRESS
- Develop and put in place a Return-to-Work Process Document, which provides a guideline for employees who have been absent from work due to a disability, and who require an accommodation to return to work
Deadline: JANUARY 2022 STATUS: IN PROGRESS
- Update the existing Individualized Accommodation Plan and process based on the best practices research conducted through the Accommodation and Inclusion Management (AIM) Project
 - Create a centralized budget to support accommodations
 - Identify a centralized approach to accommodations that is explicit for all of the stakeholders (employee, supervisor, manager, human resources team, etc.) that outline’s each individual’s roles and responsibilities
 - Create an inclusive culture that focuses on the person and the social and environmental barriers they are experiencing rather than their health condition, thus generating a system of trust rather than having to obtain medical information as evidence
 - Implement timing guidelines for the approval and implementation of accommodations, so that requests are put in place in a timely manner. Consider temporary accommodations if the long-term solutions do not meet the timing guidelines.
 - Provide additional training through AIM workshop topics, including disclosure of accommodations

- Actively promote accommodation guides to all employees at CCRW
Deadline: JUNE 2022
- Ensure managers, supervisors and all front-line staff complete mental health awareness training and/or mental health first-aid training
Deadline: JANUARY 2023 Status: ONGOING
- Support our employees' well-being by promoting mental health resources, information and online training
Deadline: JANUARY 2026 Status: ONGOING
- Gather staff demographic data to determine the representation of people with disabilities and other diverse populations within CCRW, and use this data to inform decisions regarding employment and other opportunities for underrepresented populations
Deadline: JANUARY 2023
- Create and maintain a role for a senior disability champion that is responsible for progressing access and inclusion for people with disabilities within our organization
Deadline: JANUARY 2024
- Providing additional education to managers and supervisors on the elimination of unconscious and conscious bias in the recruitment of people with disabilities, disability inclusion, including guidance on actively engaging our people with disability to learn what support they need to assist in their career development
Deadline: JANUARY 2024

Procurement

CCRW is committed to accessible procurement processes.

CCRW is planning the following initiatives related to procurement:

- Develop a CCRW Procurement Guidelines Document, which details how employees may be able to take steps in ensuring that the goods, services, and facilities procured are accessible.
Deadline: OCTOBER 2021 STATUS: IN PROGRESS
- Select goods, services and facilities that will provide access to high performance and reliable technology, including updated assistive technologies and emergent/innovative technologies.
Deadline: JUNE 2022 STATUS: ONGOING

- Provide educational awareness and tools to employees, volunteers, and interns, as well as communication to external stakeholders with regards to changes in procurement procedures and/or purchasing criteria.

Deadline: JUNE 2022

Self-service Kiosks

CCRW is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Training

CCRW is committed to providing training in the requirements of Canadian and provincial accessibility laws and the Human Rights Code as it applies to people with disabilities.

CCRW is planning the following initiative related to training:

- Continue to provide training within 5 days of onboarding in accordance with the the Canadian and provincial accessibility laws and the Human Rights Code to:
 - All new employees and volunteers
 - All new individuals who are involved in the development of CCRW's policies
 - All new individuals who will provide services or facilities on behalf of CCRW (e.g. consultants)

Deadline: JANUARY 2026 Status: ONGOING

- Provide refresher training as appropriate to the duties of current employees, volunteers, and other individuals

Deadline: JANUARY 2026 Status: ONGOING

- When there are changes to CCRW's Accessibility policy, CCRW will provide training regarding those changes as appropriate

Deadline: JANUARY 2026 Status: ONGOING

- Continue to maintain a record of all training completed with participant name and a completion date

Deadline: JANUARY 2026 Status: ONGOING

- Create an ongoing organization-wide training plan for all employees, volunteers, and interns related to diversity, inclusion and accessibility

Deadline: JANUARY 2022

Design of Public Spaces

CCRW is committed to accessibility in the design of public spaces. When CCRW is involved in planning, redeveloping, or constructing any new building or spaces, CCRW will establish plans to meet the Accessibility Standards for the Design of Public Spaces.

For More Information

For more information on this accessibility plan, please contact Chief Operating Officer, Debbie Irish, at:

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Standard and accessible formats of this document are free on request from the Human Resources department.