



**CSA
Group**

CSA Group AODA

Multi-year Plan



Accessibility Plan and Policies for CSA Group

This 2014-21 accessibility plan outlines the policies and actions that CSA Group will put into place to improve opportunities for people with disabilities.

Statement of Commitment

CSA Group is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

CSA Group is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

CSA Group will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

CSA Group will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessibility laws by January 1, 2015.

- Training is developed and will be distributed by LMS or an equivalent source.
- Module on Accessibility – Customer Service will be developed and implemented
- Module on Human Rights Code will be developed and implemented
- All employees working within Ontario will be provided this training.
- All new/transferred employees in Ontario will be assigned training within the first 7 days.

Information and Communication

CSA Group is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information communication needs. CSA Group will take the following steps to make all new websites and content on those sites conform with WCAG 2.0 Level A by January 1, 2014.

- CSA has been working to ensure that all the content on our website is compliant to WCAG 2.0 Level A.
- All future plans for the website will include the compliance of WCAG 2.0 Level A

CSA Group will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- A designated email address will be appropriated for this process with access to a Bell-relay system if requested.
- An accessibility link on the website will be easily recognizable and will give access to accessible formats of the website.
- CSA Group will ensure that feedback processes are acceptable to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request and at a cost no more than the regular cost charged to other persons. CSA Group will consult with the person making the request or providing the feedback as to the suitability of accessible supports and options and will notify the public on our website about the availability of accessible formats and communication supports.

.CSA Group will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016

- CSA Group will provide or arrange for the provision of accessible formats and communication supports upon request for persons with disabilities in a timely manner that takes into account the person's accessibility needs and at a cost no more than the regular cost charged to other persons. CSA Group will consult with the person making the request in determining the suitability of any accessible format or communication support and will notify the public on our website about the availability of accessible formats and communication supports.



CSA Group will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021.

- On-going planning will be in place leading up to January 1, 2021 to ensure our website is able to provide compliance with WCAG 2.0, Level AA

Employment

CSA Group is committed to fair and accessible employment practices. We will take the following steps to notify the public and staff that, when CSA Group will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- CSA Group will work with candidates and present employees to accommodate individual needs.
- CSA Group will use the existing policy for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability

CSA Group will take the following steps to prevent and remove identified accessibility barriers.

Design of Public Spaces

CSA Group will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking

CSA Group will put the following procedures in place to prevent service disruption to its accessible parts of its public spaces

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For More Information

For more information on this accessibility plan,

Please contact us at: accessibility@csagroup.org