



Multi-Year Accessibility Plan (2024 – 2029)

Purpose

The accessibility plan outlines the strategy of C-Care Health Services to prevent and remove barriers for people with disabilities and comply with requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

C-Care Health Services is committed to providing an accessible environment for all clients, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of *Accessibility for Ontarians with Disabilities Act, 2005*, and its associated regulations. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created.

The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-Year Accessibility Plan

This plan is in effect from January 01, 2024 to December 31, 2029.

For any questions or clarifications regarding the company's accessibility plans and initiatives, or for obtaining a copy of the document in an accessible format, please contact accessibility@c-care.ca.

I. Completed Accessibility Initiatives

The following are the achievements and completed accessibility initiatives by C-Care Health Services to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*.

General

- Ensured equal access and participation for people with disabilities.
- Ensured that all information is available to people with disabilities in an accessible manner.
- Ensured that the office premises meets the accessibility requirements and is free of physical barriers.
- Ensured that all employees of C-Care Health Services are aware that accommodations can be made upon their request, if applicable.
- Improved the company policy on accessibility and accommodation.

Customer Service Standards



Multi-Year Accessibility Plan (2024 – 2029)

- Remained committed to providing an inclusive and accessible customer experience for all individuals, regardless of their limitations and disabilities.
- Remained flexible and committed to providing reasonable accommodations to meet the individual and unique needs of our clients.
- Encouraged and welcomed client feedback on our accessibility initiatives.

Information and Communication Standards

- Remained flexible in terms of communication channels and providing information to support employees and clients through technological barriers.
- Provided information in accessible formats in a timely manner upon the request of our employees and clients.
- Remained committed to using clear and plain language in all our communications to ensure understanding.

Employment Standards

- Incorporated statements of diversity and inclusion in all our job advertisements to encourage applicants to reach out for needed accommodations during the hiring process.
- Provided equal employment opportunities to all individuals, irrespective of their abilities or disabilities.
- Established a hiring process that is fair, inclusive, and is purely based on skills and qualifications.
- Remained flexible with the methods interviews are being conducted to address barriers and limitations.
- Promoted a workplace that inclusive and accommodating of all disabilities through education and training, ensuring that employees are aware of the support available when in need.

Training

- Provided retraining to all active employees on AODA customer service and human rights in 2023.
- Remained consistent in providing trainings for all new hires on AODA customer service and human rights.
- Ensured ongoing education for all C-Care Health Services employees on AODA Customer Service Standards and Understanding Human Rights.

II. New and Ongoing Accessibility Initiatives

The following are the initiatives to be rolled out in the near-future or is in the process of completion to prevent and remove barriers and comply with the *Integrated Accessibility Standards Regulation*.

General

Initiative	Responsible Authority	Status	Target Date
Create a more defined Emergency Preparedness Plan that addresses the individual needs of people with disabilities.	HR/Committees	Completed	Dec 2024
Provide more resources and training on accessibility and accommodation to employees to improve their knowledge and understanding.	HR	In progress	Dec 2024
Collaborate more with disability advocacy organizations to further improve our accessibility initiatives.	General Manager	Not started	Dec 2025
Create and send out accessibility surveys to employees and clients to provide them the proper channel to raise their concerns, issues, and suggestions on accessibility initiatives.	General Manager	In progress	Dec 2024
Conduct a more regular assessment and updating of accessibility features based on employee and customer feedback.	General Manager	In progress	Dec 2024



Multi-Year Accessibility Plan (2024 – 2029)

Host accessibility events and provide educational resources to raise awareness and encourage employees and clients to be more involved in accessibility planning and strategizing.	HR/Committees	Not started	2026
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Customer Service Standards

Initiative	Responsible Authority	Status	Target Date
Conduct a more regular client survey to gather their feedback on the company's accessibility features.	General Manager	In progress	Dec 2025
Establish a streamlined process to promptly respond to and fulfill requests for accommodations and accessibility assistance from clients.	HR	Completed	Feb 2024
Improve the customer service policy to emphasize accessibility, inclusivity, and addressing of individual needs of clients.	HR/General Manager	In progress	Dec 2024

Information and Communication Standards

Initiative	Responsible Authority	Status	Target Date
Identify all communication barriers and identify the best ways to overcome these barriers.	General Manager/ Committees	In progress	Dec 2024



Multi-Year Accessibility Plan (2024 – 2029)

Create personalized communication plan per disability and come up with strategies that would meet the needs of these disabilities.	General Manager/ Committees	In progress	2026
Reduce, and eventually eliminate, documents that are unconvertible to accessible formats.	Committees	In progress	2027
Provide more alternative formats for communicating and providing more information to ensure that all types of disabilities are being accommodated.	Committees	In progress	Dec 2024
Make the company website and its web contents more accessible and ensure that it meets the Web Content Accessibility Guide.	General Manager	In progress	April 2024

Employment Standards

Initiative	Responsible Authority	Status	Target Date
Improve collaboration with the property management to ensure that the emergency preparedness plan accommodates the individual needs of each employee.	General Manager	Completed	Feb 2024
Improve the return-to-work procedure for employees and provide better education to new and current employees to ensure that they are aware of the procedures.	Human Resources	In progress	Dec 2025



Multi-Year Accessibility Plan (2024 – 2029)

Provide more accessible formats for the performance management processes to ensure that it meets the individual needs and that it supports the employees through possible barriers.	Human Resources	In progress	2026
Create a sub-committee dedicated to accessibility and accommodations where employees are properly represented.	Human Resources	Not started	2026

Training

Initiative	Responsible Authority	Status	Target Date
Provide a more extensive training to employees on the processes and procedures of requesting for the company's accessible features (accessible formats, office facilities, etc.)	Human Resources	Not started	2026
Incorporate the return-to-work policy and procedure in the new hire orientation.	Human Resources	Not started	Dec 2024
Enforce a stricter training and development procedures to ensure that 100% of active employees are compliant and have taken the AODA training.	Human Resources	In progress	2028

Review and Updates



Multi-Year Accessibility Plan (2024 – 2029)

The Multi-Year Accessibility Plan will be annually reviewed and updated according to any changes in the requirements of the *Integrated Accessibility Standards Regulation* under the *Accessibility for Ontarians with Disabilities Act, 2005*.

It will be reviewed by the General Manager, Human Resources, and the committees concerned through a virtual or in-person session. During this review, the plan will be assessed according to employee and client feedback, legal compliance, alignment with organizational goals, and its effectiveness.

Any changes in the plan will be documented through a recorded virtual meeting or through a written meeting minutes. The updated version of the plan, as signed off by the General Manager, will be readily accessible to all concerned parties.

Next review date: January 2025.

For more information:

Please contact Accessibility Officer at accessibility@c-care.ca or 416-724-2273

Our accessibility plan is publicly posted on: www.c-care.ca/accessibility/myap