



CANADIAN OLYMPIC COMMITTEE

MULTI-YEAR ACCESSIBILITY PLAN TO PREVENT AND REMOVE BARRIERS TO ACCESSIBILITY

About the Accessibility for Ontarians with Disabilities Act, 2005

In 2005, the government of Ontario passed the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”), which requires that Ontario achieve accessibility for persons with disabilities by 2025. Public, private and non-profit organizations have obligations under the AODA to help make Ontario accessible. To guide organizations through that process, the AODA contains accessibility standards that assist organizations in the identification, prevention and removal of barriers to accessibility for persons with disabilities. The AODA contains accessibility standards in a variety of areas, including:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

The AODA and its standards are not a replacement or substitution for the requirements of the *Human Rights Code* (Ontario).

On July 1, 2011, the Integrated Accessibility Standards (Ontario Regulation 191/11) came into force. The regulation establishes standards to address barriers that persons with disabilities face in the areas of customer service, employment, information and communications, transportation and built environment. As a non-profit organization, the Canadian Olympic Committee (COC) has obligations under the Integrated Accessibility Standards that come into effect on a rolling basis.

The Canadian Olympic Committee (COC) is committed to meeting its obligations under the AODA and its regulations. In many cases, the COC has already developed practices that bring our organization into compliance with the requirements for small non-profit organizations ahead of

schedule. Also, Diversity and Inclusion across a wide spectrum is a priority for the COC and we are in the process of developing a strategy and plan to support this strategy over the next three years.

About this Document

The COC's Multi-Year Accessibility Plan (the "Plan") is a road map for our path to increased accessibility as an organization. The goal of the Plan is to provide the action steps that bring life to the COC's Accessibility Policy (December 2017). This document describes:

- how the COC will meet accessibility requirements within the Integrated Accessibility Standards' mandatory timelines;
- how the COC will address current accessibility barriers in our organization; and
- how the COC will identify and remove future barriers.

The document is organized in chronological order and identifies the different standards applicable to the COC and the dates on which compliance with each standard is required. It also provides information regarding the COC's progress to date with respect to each standard. Over time, this document will be updated with information that reflects the practices and procedures that the COC has adopted throughout the compliance process envisioned by the Integrated Accessibility Standards.

The COC is committed to reviewing the Plan at least once every five years. The COC will prepare and file an annual status report on the progress of measures taken to implement the actions outlined in our Plan. Status reports will be made available in an accessible format upon request.

COC's Multi-Year Accessibility Plan

Integrated Accessibility Standard	Detailed Standard	Required Implementation Date	Actions	Status
Accessibility Policy	Establish and communicate Policy and Guidelines on Accessibility	January 1, 2012	<ul style="list-style-type: none"> • Establish an Accessibility Policy 	<ul style="list-style-type: none"> • Ongoing compliance
		January 1, 2014	<ul style="list-style-type: none"> • Ensure the Accessibility Policy addresses the requirements set out in the Integrated Accessibility Standards 	<ul style="list-style-type: none"> • Ongoing compliance
			<ul style="list-style-type: none"> • Communicate the Accessibility Policy to all employees 	<ul style="list-style-type: none"> • Ongoing compliance
			<ul style="list-style-type: none"> • Create a link to the Accessibility Policy on the COC website 	<ul style="list-style-type: none"> • Ongoing compliance
			<ul style="list-style-type: none"> • Upon request, provide or arrange for accessible formats and communication supports for the Accessibility Policy for persons with disabilities in a timely manner 	<ul style="list-style-type: none"> • Ongoing compliance; Will be provided, upon request

Customer Service and Design of Public Spaces	Provide accessible customer service	January 1, 2012	<ul style="list-style-type: none"> • Train staff and volunteers to serve customers of all abilities and keep a written record of the training 	<ul style="list-style-type: none"> • Ongoing compliance
			<ul style="list-style-type: none"> • Welcome service animals and support persons 	<ul style="list-style-type: none"> • Ongoing compliance
			<ul style="list-style-type: none"> • Create accessible ways for people to provide feedback 	<ul style="list-style-type: none"> • Ongoing compliance
	Self-service kiosks	January 1, 2014	Currently not applicable to the COC; Will comply as required.	
	Make new or redeveloped public spaces accessible	January 1, 2017	Currently not applicable to the COC; Will comply as required.	
Multi-Year Plan	Create a multi-year accessibility plan to help achieve accessibility goals	January 1, 2014	<ul style="list-style-type: none"> • Create a Multi-Year Plan Accessibility Plan 	<ul style="list-style-type: none"> • Complete
			<ul style="list-style-type: none"> • Communicate to employees • Provide a link on external website 	<ul style="list-style-type: none"> • Ongoing compliance
			<ul style="list-style-type: none"> • Upon request, provide or arrange for accessible formats and communication supports for the Plan for persons with disabilities in a timely manner 	<ul style="list-style-type: none"> • Ongoing compliance; Will be provided, upon request
			<ul style="list-style-type: none"> • Update the Plan as required when the outstanding and future actions are completed; at minimum, the Plan will be updated every 5 years 	<ul style="list-style-type: none"> • Ongoing compliance; Will be completed as required

Employment	Provide accessible emergency and public safety information	January 1, 2012	<ul style="list-style-type: none"> • Provide accessible emergency and public safety information 	<ul style="list-style-type: none"> • Ongoing compliance through building management and as facilitated through Joint Health & Safety Committees
	Provide accessible emergency information to staff		<ul style="list-style-type: none"> • Provide accessible emergency information to staff, upon request 	<ul style="list-style-type: none"> • Ongoing compliance through building management and as facilitated through Joint Health & Safety Committees
	Emergency Procedure, Plans or Public Safety Information	January 1, 2012	<ul style="list-style-type: none"> • If required, develop and communicate accessible emergency response procedures, plans and public safety information 	<ul style="list-style-type: none"> • Ongoing compliance; to be determined on a case by case basis for the COC's external events
	Individualized Workplace Response Information	January 1, 2012	<p>Provide individualized workplace emergency response information to employees with disabilities and, where applicable, designate a person to provide assistance and, with the employee's consent, provide the workplace emergency response information to the person.</p> <p>Review individualized workplace emergency response information, at minimum, whenever:</p> <ul style="list-style-type: none"> • the employee moves to a different location within the COC, • the employee's overall accommodation needs or plans are 	<ul style="list-style-type: none"> • Ongoing compliance through building management and as facilitated through Joint Health & Safety Committees

			<p>reviewed, or</p> <ul style="list-style-type: none"> we review our general emergency response policies. 	
	Training	January 1, 2015	<p>Train all staff and volunteers on the accessibility requirements that apply to their job duties and the organization and keep a written record of the training.</p> <p>Training will be provided on an ongoing basis with respect to any changes made to the COC's Accessibility Policy.</p>	<ul style="list-style-type: none"> Ongoing compliance
	Recruitment	January 1, 2016	<p>For every stage of the COC's recruitment and selection processes, provide accommodation for internal and external applicants with disabilities, if requested, including job postings, assessments and interviews, employment agreements, etc.</p> <p>Employees and the public will be advised of the availability of accommodation for applicants with disabilities</p>	<ul style="list-style-type: none"> Ongoing compliance Applicant accessibility requirements will be accommodated, as required
	Provide information to employees regarding accommodation support available		<p>Notify successful applicants, new and existing employees of Accessibility policy and the support available for employees with accessibility needs due to a disability</p>	<ul style="list-style-type: none"> Ongoing compliance
	Documented Individual Accommodation Plans		<p>Develop and maintain a comprehensive process for the development of documented individual accommodation plans for employees with disabilities</p>	<ul style="list-style-type: none"> Ongoing compliance

	Return to Work Process		Develop and maintain a comprehensive return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work	<ul style="list-style-type: none"> Ongoing compliance; this process has been established with support from 3rd party disability management service provider and is utilized as required
	Performance Management, Career Development and Advancement, and Redeployment		Consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees	<ul style="list-style-type: none"> Ongoing compliance Will consider accessibility needs and accommodations as required
Information & Communication Standard	Accessible websites & web content	January 1, 2014	Ensure that internet websites, including web content on those sites that the COC controls directly or through a contractual relationship that allows the COC to modify the content, conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A	<ul style="list-style-type: none"> Ongoing compliance
		January 1, 2021	Ensure that websites, including web content on those sites that are controlled directly or through a contractual relationship that allows the COC to modify the content, conform with the WCAG 2.0 at Level AA, except with respect to success criteria 1.2.4 (captions (live) and 1.2.5 (pre-recorded audio descriptions) or where meeting the requirement is not practicable	<ul style="list-style-type: none"> Ongoing compliance

	Feedback	January 1, 2015	Ensure COC's processes for receiving and responding to feedback are accessible to persons with disabilities upon request Advise the public about the availability of accessible formats and communication supports with respect to our feedback processes through a notification on the website	<ul style="list-style-type: none"> • Ongoing compliance
	Accessible formats and communication supports for public information	January 1, 2016	Upon request, provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that considers each person's accessibility needs due to disability The COC will advise the public of the availability of accessible formats and communication supports through a notification on its COC's website	<ul style="list-style-type: none"> • Ongoing compliance
Accessibility Compliance Reports	Submit reports per the schedule	December 31, 2014 December 31, 2017 December 31, 2020 December 31, 2023	File Accessibility Compliance Reports	<ul style="list-style-type: none"> • Ongoing compliance