



Statement of Commitment to Accessibility

January 1, 2022

CAA North & East Ontario is committed to providing a barrier-free environment for our clients/customers, patients, students, employees, job applicants, suppliers, visitors, and other stakeholders who enter our premises, access our information, or use our transportation services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, Transportation, and the Design of Public Spaces.

Approximately 2.6 million Ontarians lives with a disability and, as the population grows older, this number will also increase. Our organization has made a commitment to accessibility for everyone who uses our services because this makes good business sense, and it is also a legal obligation. Our Club has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by implementing all required policies, procedures, equipment requirements, training for employees, and best practices. We will review our accessibility policies and practices on a regular basis. Our commitment to making our organization accessible to everyone includes the integration of accessibility legislation within our policies, procedures, programs, and training. We are committed to reviewing the following information with our employees:

- The Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, including the purpose of each of these pieces of legislation.
- The requirements of the Integrated Accessibility Standards for Information and Communications, Employment, Transportation, and the Design of Public Spaces, to the extent they are relevant to an employee's job responsibilities.
- Accessible employment practices, such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- The requirements of the Customer service standard.
- Accessible communication supports and information formats (both digital and non-digital).
- Communicating and interacting with people with various forms of disabilities.
- Accessible websites and web content.
- How to interact with people who use assistive devices, mobility aids, service animals and/or support persons.
- Transportation vehicles and equipment requirements.



- How to use available equipment and devices to help provide services to people with disabilities.
- Notices of service disruptions (temporary or long-term).
- What to do if a person with a disability is having difficulty accessing CAA North & East Ontario's services.
- CAA North & East Ontario's relevant policies and procedures regarding accessibility, and any changes thereto.

CAA North & East Ontario realizes that providing accessible and barrier-free environments for everyone is a shared effort. As a community, all businesses and services must work together to make accessibility happen. For more detailed information on our accessibility policies, plans, and training programs, please contact Human Resources