



# CAA North & East Ontario's Multi-Year Accessibility Plan

## Accessibility for Ontarians with Disability Act (AODA)

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### Intent

This 2023 to 2028 Accessibility Plan outlines the policies and actions that CAA North & East Ontario will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the [Integrated Accessibility Standards, Ontario Regulation 191/11](#).

### Statement of Commitment

CAA North & East Ontario believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)* and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner.

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## CAA North & East Ontario's Accessibility Plan - 2023 to 2028

### Training

#### Action Taken:

- All employees are required to complete AODA Customer Service Standards and Human Rights (AODA Edition) immersive training within the first month of employment.

#### Future Actions:

- Implement mandatory Customer Service Standard refresher training every 2 years.
  - Target Date: February 2024

### Information and Communications

#### Action Taken:



## North & East Ontario

- Launched *eSSENTIAL Accessibility* platform on CAANEO's website to go beyond the minimum requirements set by the *Web Content Accessibility Guidelines (WCAG) 2.0* and *Accessibility for Ontarians with Disabilities Act (AODA)*. Platform is available to download for free for anyone visiting the website.
- Implemented a process for the public to provide feedback on any accessibility barriers with our digital properties.
- Road Service and Membership requests can be made/received by electronic mail, text, web, phone or in person.

### Future Actions:

- Provide additional channels for submitting feedback on accessibility barriers.
  - Target Date: December 2023
- Review procedures for notifying the public and employees of any temporary disruptions to facilities or services that might impact accessibility.
  - Target Date: November 2024
- Review Social Media platforms for areas to improve accessibility for all individuals.
  - Target Date: March 2025

## Employment

### Action Taken:

- Inform applicants throughout the recruitment stages of accommodation process.

## Design of Public Spaces

### Action Taken:

- Ensure all renovations and/or newly constructed public spaces comply with AODA requirements.

### Future Actions:

- Implement procedures for preventative maintenance of accessible elements at all locations.
  - Target Date: July 2024



North & East Ontario

## **For More Information**

For more information on this accessibility plan or an accessible format of this document, please contact:

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