

# CAUSEWAY

## Accessibility Plan

Causeway strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps we have taken to meet those requirements and to improve opportunities for people with disabilities.

	Date implemented:
<p><b><u>Employment Accessibility</u></b></p> <ul style="list-style-type: none"> <li>• <b>AODA training for all</b> Causeway is committed to providing training to staff and volunteers in the requirements of Ontario’s accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.</li> <li>• <b>Causeway’s Accessibility Policy</b> Causeway is committed to fair and accessible hiring practices and has implemented a detailed policy including workplace accommodations and return-to-work procedures.</li> </ul>	<p>Jan. 2015</p> <p>June 2021</p>
<p><b><u>Building Accessibility</u></b></p> <ul style="list-style-type: none"> <li>• The Causeway building currently meets accessibility laws. Causeway is committed to meeting the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.</li> <li>• Causeway has procedures in place to prevent service disruptions to the accessible parts of our public spaces, and to notify the public when disruptions occur.</li> </ul>	<p>Jan. 2015</p> <p>Jan. 2015</p>
<p><b><u>Accessible Information &amp; Communications</u></b></p> <p>Causeway is committed to making our information and communications accessible to people with disabilities.</p> <ul style="list-style-type: none"> <li>• Emergency information is posted publicly, accessible formats and communications support available upon request.</li> <li>• Primary communications materials (program brochures, recruitment posters, etc.) are available in large-print or electronic formats.</li> <li>• Website redeveloped for enhanced adaptability and accessibility.</li> <li>• Installation of AccessiBe plug-in to meet WCAG accessibility standards.</li> </ul>	<p>Jan. 2015</p> <p>Jan. 2016</p> <p>June 2020</p> <p>Nov. 2020</p>
<p><b><u>Customer Service</u></b></p> <ul style="list-style-type: none"> <li>• Causeway Work Centre is in compliance with the Customer Service Standard.</li> <li>• An Accessibility Feedback Form was developed and made available in public areas of the Causeway building.</li> <li>• The Accessibility Feedback Form is made publicly available on the Causeway website.</li> </ul>	<p>Jan. 2015</p> <p>Jan. 2015</p> <p>June 2021</p>