

# Ontario Chamber of Commerce

## AODA ACCESSIBILITY PLAN: 2021-2026

made in pursuant to the provisions of the **Accessibility for Ontarians with Disabilities Act, 2005**, S.O. 2005, c.11 (hereinafter the AODA”).

The **Ontario Chamber of Commerce** (hereinafter collectively referred to as “OCC”) has developed the following AODA Accessibility Plan: 2021-2026 (the “Plan”) in accordance with *Accessibility for Ontarians with Disability Act, 2005*, S.O. 2005, c. 11, Ontario, Regulation 191 (the “Integrated Accessibility Standard”).

### 1. Commitment to Accessibility

The Ontario Chamber of Commerce believes accessibility enables people to achieve their full potential. Ensuring that our offices and services are accessible is part of our values and essential to providing excellent service to our network and partners.

### 2. Purpose

This Plan is intended to outline the OCC’s strategy to prevent and remove barriers and meet our requirements under the Integrated Accessibility Standard (the “IAS”). This Plan shall be available on OCC’s website and be provided in an accessible format upon request.

### 3. Consultation

The OCC has established this Plan in consultation with persons with disabilities and the Management Team. At least once every five (5) years, the OCC shall review and update this Plan in consultation with persons with disabilities and the OCC Accessibility Committee (established in 2021).

### 4. Accessibility Committee

An Accessibility Committee (the “Committee”) was established in February 2021 to coordinate the Plan’s implementation, to develop the OCC’s policies and procedures as required under the AODA, and to work with Senior Management to ensure compliance with the AODA.

The Committee comprises employees from varying departments, including but not limited to the IT Manager, at least one Senior Management team member, one Public Affairs team member, one SME Program representative, and the Discover Ability team lead. The Accessibility Committee includes employees with a disability.

### 5. Effective Date

The Plan shall be effective on March 1, 2021, and shall be reviewed on or before December 31, 2025.

## 6. Timeline: Customer Service Standard (Timeline)

Action	2021	2022	2023	2024	2025	2026	Department Responsibility
Review and update AODA Customer Service Standard Policy as required.	x	x	x				Accessibility Committee
Review assistive devices the OCC has at the office to serve persons with disabilities and provide recommendations to partnership if additional assistive devices are needed.	x	x	x				Accessibility Committee
Provide customer service training for all employees and volunteers.	x	x	x				Discover Ability Team Lead.
Review customer service feedback and respond in person or by email.	x	x	x				Senior Management team member, Accessibility Committee
File the Accessibility Report every three years.	x	n/a	x				Public Affairs

## 7. Timeline: Integrated Accessibility Standard (the “IAS”)

Action	2021	2022	2023	2024	2025	2026	Department Responsibility
Establish policies and procedures as required under the IAS.	x	Done 2021	Done 2021				Accessibility Committee.
Review and update the IAS Policy as required.	x	x	x				Accessibility Committee.
Establish a multi-year accessibility plan.	x	Done 2021	Done 2021				Accessibility Committee.
Post the multi-year accessibility plan on the website and provide the Plan in an accessible format on request.	-	-	x				IT Manager.
Review and update a multi-year accessibility plan at least every five years.	x						Accessibility Committee.

Provide training to all employees on the requirements of the IAS, the IAS Policy and the <i>Human Rights Code</i> as it relates to people with disabilities.	x	x	x				SME Program representative.
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## 7A. Timeline: Information & Communication

Action	2021	2022	2023	2024	2025	2026	Department Responsibility
Review feedback from internal employees.	x	x	x				By department.
Notify the public about the availability of accessible formats and communication supports.	x ((in person and via email or phone)	x ((in person and via email or phone)	x (in person and via email or phone, and on the website)				Public Affairs.
Provide or arrange for the provision of accessible formats and communications supports.	x	x	x				By department.
Train all employees on the creation of accessible documents.	x	x	x				Discover Ability team lead.
Upon request, provide emergency information available to the public in an accessible format or with appropriate communication support as soon as practicable. Consult with the person requesting to determine the suitability of the accessible format or communication support.	x	x	x				Public Affairs
Ensure all documents posted on the website from January 1, 2012, are made accessible by January 1, 2014.	Upon request / in process	Upon request / in process	Upon request / in process				IT Manager and Public Affairs. (Timeline)
Ensure all websites and web content conforms with WCAG 2.0 Level AA.	x	x	New audit for updated website				IT Manager and Public Affairs. (Timeline)

## 7B. Timeline: Public Spaces

Action	2021	2022	2023	2024	2025	2026	Department Responsibility
Determine which public spaces are regulated by the IAS.	x	x	x				Accessibility Committee.
File the Accessibility Report every three years.	x	n/a	x				Accessibility Committee.

## 7C. Timeline: Employment

Action	2021	2022	2023	2024	2025	2026	Department Responsibility
Review policies and practices concerning recruitment, interviewing and hiring.	x	x	x				Accessibility Committee.
Notify all selected applicants that accommodations are available upon request.	x	x	x				By the department head.
Consult with selected applicants and provide or arrange for the provision of a suitable accommodation in a manner that considers the applicant's accessibility needs due to disability.	x	x	x				By the department head.
Notify successful applicants about policies for accommodating employees with disabilities.	x	x	x				By the department head.
Advise new employees of OCC policies used to support its employees with disabilities.	x	x	x				By the department head.
Provide updated information to employees whenever there is a change to OCC policies on the provision of job accommodations.	x	x	x				Accessibility Committee.
Upon request, provide or arrange for the provision of accessible formats and communication supports to employees.	x	x	x				By the department head.
Establish a written process for the provision of workplace emergency response information to employees with disabilities who require them.	x	Done 2021	Done 2021				Accessibility Committee.

Establish a written process for the development of documented individual accommodation plans for employees with disabilities.	x	Done 2021	Done 2021				Accessibility Committee.
Establish a written return to work process for employees who have been absent from work due to a disability and require a disability-related accommodation to return to work.	x	Done 2021	Done 2021				Accessibility Committee.
Review policies and practices concerning performance management, career development and advancement, and redeployment.	x	x	x				Accessibility Committee.

## 8. Additional Obligations

The OCC recognizes that the AODA does not replace or supersede the Human Rights Code, R.S.O. 1990, c. H.19, or other laws relating to the accommodation of persons with disabilities.

## 9. Enquiries

Any enquiries related to this IAS Policy and any feedback should be directed to:

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