



AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)

Intent

This accessibility plan outlines the policies and actions that Canadian Red Cross 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

The Canadian Red Cross Society (Society) is committed to treating all people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting requirements.

The Society is committed to providing a barrier-free environment for our employees, volunteers, delegates, clients, job applicants, suppliers, visitors and other stakeholders who enter our premises, access our information, or use our transportation services.

The Society is committed to ensuring compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for personnel and third-party contractors, and implementing best practices.

PLAN

General Requirements					
Accessibility Requirement		Action Required	Compliance Due Date	Status	Responsible Authority
Establishment of accessibility policies		Develop policies and multi-year accessibility plan, including statement of organizational commitment	January 2014	Completed	People Services
Training on IASR and the <i>Human Rights Code</i>		Train all employees, volunteers, policy developers, those providing	January 2015	Completed	People Services



		goods or services on behalf of The Canadian Red Cross on Ontario's accessibility laws and the Human Rights Code			
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Information and Communications Standard				
Accessibility Requirement	Action Required	Compliance Due Date	Status	Responsible Authority
Feedback Process	Review of feedback processes	January 2015	Completed	Communications
Accessible formats and communication supports	Provide accessible formats and communication supports	January 2016	As required	Communications
Accessible websites and web content	Make all new and refreshed Internet websites and web content on those sites conform with WCAG 2.0 level A	January 2014	The Canadian Red Cross site is developed to meet Level 1 and Level 2 (where applicable) of the Web Content Accessibility Content 1.0	Information Services
	Make all Internet website and web content conform with WCAG 2.0 level AA	January 2021	Completed	Information Services

Employment Standard				
Accessibility Requirement	Action Required	Compliance Due Date	Status	Responsible Authority
Recruitment, assessment and selection processes	Notification about accommodation for applicants with disabilities	January 2016	Completed	People Services
	Provide suitable accommodation that considers	January 2016	As required for applicants and employees	People Services



Employment Standard

Accessibility Requirement	Action Required	Compliance Due Date	Status	Responsible Authority
	the applicant's accessibility needs due to disability			
	Notify public regarding availability of accommodation	January 2016	Completed	People Services
Workplace emergency response information	Develop workplace emergency plans for employees with disabilities	January 2012	As required for employees	People Services and Employee
Documented individual accommodation plans	Inform employees accommodations are available to assist in performing their duties	January 2016	As required by employee	People Services and Managers/Supervisors
	Individual accommodation plans are in a format that considers the employee's accessibility needs due to disability	January 2016	As required by employee	People Services
	Develop form for documenting individual accommodation plans	January 2016	Completed	People Services
	Review return to work process to ensure compliance	January 2016	Completed	People Services, Disability Management Consultants
Performance management process	Performance management to consider the employee's accessibility needs	January 2016	As required	People Services and Managers/Supervisors
Career development and advancement	Career development and succession planning which considers the employee's accessibility needs	January 2016	As required	People Services and Managers/Supervisors
Redeployment	Redeployment process to take into account the employee's accessibility needs	January 2016	As required	People Services and Managers/Supervisors



Customer Service Standard				
Accessibility Requirement	Action Required	Compliance Due Date	Status	Responsible Authority
Develop Feedback Form	Develop feedback form and process	January 2012	Completed	People Services
Accessible Forms	Ensure that documents or information given to a person with a disability are offered in an accessible format or with communication support	January 2016	As requested	Communications
Provide Accessible Website	Ensure website and contents are accessible	January 2021	Completed	Information Services

Review and Update

This document was reviewed and updated on January 25, 2021.