



# Engineers Canada's multi-year accessibility plan 2023-2026

Revised September 7, 2023

# Introduction

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Engineers Canada’s Multi-Year Accessibility Plan outlines the policies, procedures, and plans it has in place currently and is in the process of developing and/or implementing responses to the requirements established by the Integrated Accessibility Standards Regulation Act (IASR) in 2005. The act applies to all public and private sector organizations in Ontario. The Accessibility for Ontarians with Disabilities Act (AODA) 2005 was established to identify, remove, and prevent barriers for people with disabilities.

## Statement of commitment

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Engineers Canada is committed to creating an accessible and inclusive environment for people with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Reasonable efforts will be made to ensure our policies, procedures, and practices are consistent with the principles of accessibility and are inclusive. Ongoing efforts will be made at improving access to facilities, policies, programs, practices and services for staff, volunteers and members of the public. The purpose of the plan is to outline the steps Engineers Canada will take to identify and remove, and prevent barriers to accessibility, and to ensure that it complies with all accessibility standards under the AODA.

## Definitions

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**Accessibility** - A concept integral to human rights that refers to the absence of barriers that prevent individuals and/or groups from fully participating in all social, economic, political, and cultural aspects of society. The term is often linked to people with disabilities and their rights to access, and also refers to design characteristics of products, devices, information, services, facilities, or public spaces that enable independent use, or support when required, and access by people with a variety of disabilities.

**Accessible** - Refers to products, devices, information, services, facilities, or public spaces that provide for independent, equitable, and dignified access for people with disabilities, including but not limited to those with visual, auditory, sensory, cognitive and mobility related disabilities. The concept of accessible design ensures both “direct access” (i.e., unassisted) and “indirect access,” referring to compatibility with a person’s assistive technology.

**Accessible Formats** - Refers to formats that are usable by persons with disabilities including but not limited to: large print, recorded audio and electronic formats, and braille.

**Accommodation** - Means preventing and removing barriers caused by attitudinal, systemic, physical, information or communications, and technology barriers that unfairly exclude individuals or groups protected by Ontario’s Human Rights Code from having equal access to full benefits

available to others. Principles of accommodation include dignity, individualization and inclusion or integration.

**Assistive Device** - A technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that members and guests bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering, and/or reading.

**Barrier** - Anything that prevents a person with a disability from fully participating in all aspects of society because of his/her disability. This includes:

- a physical barrier
- an architectural barrier
- an informational or communications barrier
- an attitudinal barrier
- a policy, practice and procedure barrier

**Communications** - Interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

**Communication Support** - May include, but is not limited to, captioning, alternative, and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

**Disability** - Any degree of physical disability, infirmity, malformation or disfigurement including, but not limited to:

- Diabetes mellitus
- Epilepsy
- A brain injury
- Any degree of paralysis
- Amputation
- Lack of physical coordination
- Blindness or visual impediment
- Deafness or hearing impediment
- Muteness or speech impediment
- Physical reliance of a guide dog or other animal, or on a wheelchair or other remedial appliance or device
- A condition of mental impairment or a developmental disability
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder

The definition includes disabilities of different severity, visible as well as non-visible disabilities, and disabilities the effects of which may come and go.

**Information** - Includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

**Guide Dog** - A highly trained working dog that has been trained at one of the special facilities to provide mobility, safety and increased independence for people who are blind.

**Service Animal** - An animal for a person with disability. It is any animal used by a person with a disability for reasons relating to the disability; or where the person provides a letter from a physician confirming that they require the animal for reasons relating to their disability; or where the person provides a valid identification, card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

**Support Person** - A support person means, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs or access to goods and services.

**Web Content Accessibility Guidelines** - Means the World Wide Web Consortium Recommendations, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0”.



			<p>visitors with publicly available emergency information and emergency response plans in an accessible format or with appropriate communication supports upon request.</p> <ul style="list-style-type: none"> <li>○ Provide an individualized workplace emergency response plan to an employee who has a disability and requires accommodation as soon as practicable.</li> <li>○ Engineers Canada will develop a written statement identifying “what to do” if a person with a type of disability is having difficulty accessing the provider’s goods, services and facilities.</li> </ul>	<p>Completed</p> <p>Ongoing</p> <p>Completed</p>	<p>January, 31, 2023</p> <p>September 2023</p>
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			<ul style="list-style-type: none"> <li>Engineers Canada’s Accessibility Policy is available on SharePoint for all employees in an accessible format.</li> </ul>		
<b>Multi-Year Accessibility Plans</b>	<p>Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation.</p> <p>Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and review and update the accessibility plan at least once every five years.</p>	<b>4</b>	<ul style="list-style-type: none"> <li>Engineers Canada has developed a Multi-Year Accessibility Plan for the period 2023-2026. The plan is approved by the Senior Leadership Team on an annual basis.</li> <li>The Multi-Year Accessibility Plan is available on the website in an accessible format.</li> <li>The Multi-Year Accessibility Plan will be reviewed by the HR team at least once every three years.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>September 2023</p> <p>To be Completed by October 2023 September 2023</p>
<b>Training</b>	<p>Ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to:</p> <p>(a) all employees, and volunteers;</p>	<b>7</b>	<ul style="list-style-type: none"> <li>Engineers Canada provides mandatory training on Accessibility for Ontarians with Disabilities Act (AODA) to all staff via online training modules as part of the onboarding program.</li> <li>The goal is to have 100% of our employees</li> </ul>	<p>Ongoing</p> <p>Ongoing</p>	<p>To be reviewed annually</p> <p>To be reviewed annually</p>

	<p>(b) all persons who participate in developing the organization’s policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>Ensure training is appropriate to the duties of the employees, volunteers and other persons.</p> <p>Ensure all persons are trained as soon as practicable.</p> <p>Ensure training is provided in respect of any changes to the policies on an ongoing basis.</p> <p>Keep a record of the training including the dates on which the training is provided and the number of individuals to whom it is provided.</p>		<p>complete the Customer Service Standard on an annual basis.</p> <ul style="list-style-type: none"> <li>Engineers Canada provides guidance to employees in regards to “what to do” if a person with a type of disability is having difficulty accessing the provider’s goods, services and facilities.</li> <li>Volunteers and providers with Engineers Canada receive training in accordance with AODA regulation requirements 80.49(1)</li> <li>The HR team maintains a training attendance record to track Engineers Canada’s staff completing the trainings.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>September 2023</p> <p>Ongoing</p>
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## Integrated Accessibility Standards Regulation- Part II – Information and Communication Standards

Requirement	Section	Action	Status	Due Date
<b>Feedback</b>	11	<ul style="list-style-type: none"> <li>Engineers Canada has developed a feedback process for receiving/responding to</li> </ul>	Ongoing	To be reviewed in October 2023



	<p>the provision of accessible formats and communications supports, upon request</p> <p>Notify the public about the availability of accessible formats and communication supports.</p>		<p>feedback in an accessible format on our website.</p> <p>There is a form available to request any special accommodation related to accessibility which is monitored by our communications team- <a href="https://engineerscanada.ca/about/accessibility">https://engineerscanada.ca/about/accessibility</a></p>		
<p><b>Accessible Formats and Communication Supports</b></p>	<p>Upon request, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities.</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>Consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<p><b>12</b></p>	<ul style="list-style-type: none"> <li>Engineers Canada’s HR Team has developed the HR-5 Accessibility for Ontarians with Disabilities Policy to ensure that reasonable accommodation is provided to staff with disabilities.</li> <li>As and when required, the HR Team will provide our employees, volunteers and visitors with publicly available emergency information and emergency response plans in an accessible format or with appropriate communication supports upon request and at a cost that is no more than the regular cost charged to other persons.</li> </ul>	<p>Completed</p> <p>Ongoing</p>	<p>June 17, 2021</p>

			<ul style="list-style-type: none"> <li>Engineers Canada will provide an individualized workplace emergency response plan to an employee who has a disability and requires accommodation as soon as practicable.</li> </ul>	Ongoing	
<b>Emergency Procedure, Plans or Public Safety Information</b>	If an organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request	<b>13</b>	<ul style="list-style-type: none"> <li>Engineers Canada has developed an Employee Workplace Emergency Response Plan to be used for employees, volunteers, and visitors in an accessible format.</li> <li>The property corporation provides advance notice should elevators be out of service or if handicap parking will be unavailable.</li> <li>Should elevators be out of service or if handicap parking will be unavailable a message to this effect is posted on the public website.</li> <li>Meeting/Conference Venues: When requesting a venue a standard message is included in the invitation to request information regarding accessibility.</li> <li>Attendees: When hosting a meeting/conference on site</li> </ul>	<p>Completed</p> <p>Ongoing</p> <p>Ongoing</p> <p>Completed</p> <p>Completed</p>	<p>January 30, 2023</p> <p>Ongoing</p> <p>To be reviewed in October 2023</p>

			<p>or off site efforts will be made to remove barriers and make the event accessible to all. Information will be included for people with a disability to identify specific needs or requirements: i.e.: guide dog, support person.</p> <ul style="list-style-type: none"> <li>• Advance Notice will be provided if there is a cost for a support person to attend to support a person with a disability</li> <li>• Procurement: Engineers Canada ensures that procurement processes related to public facing technology RFP's include requirements for solutions to be AODA compliant using WCAG compliance and is considered mandatory as part of our decision making processes.</li> </ul>	<p>Completed</p> <p>Completed</p>	<p>Ongoing</p> <p>To be reviewed October 2023</p>
<b>Accessible websites and web content</b>	Shall make their internet and SharePoint websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, and shall do so in accordance with the	<b>14</b>	<ul style="list-style-type: none"> <li>• Engineers Canada has established effective and efficient access to information for all users following WCAG 2.0 accessibility design principles and best practices when developing, implementing, and</li> </ul>	Completed	

	schedule set out in this section		maintaining information and communication strategies.		
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### Integrated Accessibility Standards - Part III – Employment Accessibility Standards

Requirement	Section	Action	Status	Due Date
<b>Recruitment, General</b> Shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	<b>22</b>	<ul style="list-style-type: none"> <li>Engineers Canada’s job advertisements include an AODA statement. The job advertisements notify applicants that reasonable accommodations will be made upon request, to ensure candidates with disabilities can fully participate in our recruitment process.</li> </ul>	Completed	
<b>Recruitment, assessment or selection process</b> During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.  If a selected applicant requests an accommodation, the	<b>23</b>	<ul style="list-style-type: none"> <li>Engineers Canada’s HR team will support candidates who need accommodation and will support their accommodation requirements. The HR team will provide them with alternative accommodation methods during interview process to ensure that candidates with disabilities are able to fully participate in our recruitment process.</li> </ul>	Completed	

	employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.				
<b>Notice to successful applicants</b>	When making offers of employment, employer shall notify the successful applicant of its policies for accommodating employees with disabilities	<b>24</b>	<ul style="list-style-type: none"> <li>Engineers Canada's employment contracts state that reasonable accommodation will be provided to staff with disabilities.</li> </ul>	Ongoing	To be reviewed in October 2023
<b>Informing employees of supports</b>	<p>Employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</p> <p>Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.</p>	<b>25</b>	<ul style="list-style-type: none"> <li>Engineers Canada's HR Team has developed and posted the HR-5 Accessibility for Ontarians with Disabilities Policy &amp; HR-17 Disability Accommodation Policy which includes Integrated Accessibility Standards Regulation (IASR).</li> <li>Engineers Canada's Accessibility Policy is available on SharePoint for all employees in an accessible format. The policy is available to all new hires as part of their orientation package. The</li> </ul>	<p>Completed</p> <p>Completed</p>	

	Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.		<p>policy includes emergency planning/responses, accessible formats and communication supports.</p> <ul style="list-style-type: none"> <li>• The HR Team provides mandatory training on Accessibility for Ontarians with Disabilities Act (AODA) to all new hires via online training modules as required as part of the onboarding program.</li> <li>• Alternative formats of the policy will be made available to staff upon request.</li> <li>• The HR Team will update accommodation policies as per Engineers Canada policy schedule and when the policies need to be updated and will post the policy on SharePoint for staff.</li> </ul>	<p>Completed</p> <p>Ongoing</p> <p>Ongoing</p>	
<b>Accessible formats and communication supports for employees</b>	<p>Every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,</p> <p>(a) information that is needed in order to</p>	<b>26</b>	<ul style="list-style-type: none"> <li>• Engineers Canada’s employment practices are accessible to meet the needs of employees with disabilities.</li> <li>• Engineers Canada’s HR team will support managers to determine and facilitate the suitable accommodations for staff</li> </ul>	<p>Completed</p> <p>Ongoing</p>	

	<p>perform the employee's job; and</p> <p>(b) information that is generally available to employees in the workplace. O. Reg. 191/11, s. 26 (1).</p> <p>(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>		<p>with disabilities. This includes:</p> <ul style="list-style-type: none"> <li>○ Information needed for the staff to perform their job including suitable accessible formats and/or communication supports.</li> <li>○ General Information available to staff at the workplace.</li> </ul>		
<b>Workplace emergency response information</b>	<p>Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>If an employee who receives individualized workplace emergency response information</p>	<b>27</b>	<ul style="list-style-type: none"> <li>• Engineers Canada has developed an Employee Workplace Emergency Response Plan in an accessible format, to create individualized emergency plans to assist staff with disability during an emergency. This form helps to: <ul style="list-style-type: none"> <li>○ Obtain consent from staff with individualized plans to disclose their emergency response or evacuations plans to the person</li> </ul> </li> </ul>	Completed	April 30, 2023

	<p>requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.</p> <p>Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee’s overall accommodations</p>		<p>responsible for assisting them situations where the plan requires the assistance from a colleague/colleagues.</p> <ul style="list-style-type: none"> <li>• Engineers Canada will provide an Emergency Evacuation Procedure Information sheet in an accessible format to staff to determine potential employee response barriers in order to make suitable arrangements during an emergency.</li> <li>• Company will review individualized plans/information: <ul style="list-style-type: none"> <li>○ When, a staff needs an Emergency Evacuation Plan, a plan will be provided.</li> <li>○ When general emergency policies need to be reviewed and updated.</li> </ul> </li> </ul>	<p>Ongoing</p> <p>Ongoing</p>	
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	<p>needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>				
<b>Documented individual accommodation plans</b>	Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that include all of the elements prescribed by Subsections 28(2) and 28(3) of the Regulation.	<b>28</b>	<ul style="list-style-type: none"> <li>Engineers Canada’s HR Team asks staff to fill a medical certificate (found in HR-7 Short-Term Disability Policy) to understand their accommodation requirements. This includes identifying the physical restrictions and functional limitations for the employee to perform the job.</li> </ul>	Completed	
<b>Return to work process</b>	Employers shall develop and have in place a documented return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and The return to work process shall, (a) outline the steps the employer will take to facilitate the return to	<b>29</b>	<ul style="list-style-type: none"> <li>Engineers Canada’s HR Team works with the employees who are absent due to a disability to understand their accommodation needs when they want to return to work, HR-17 Disability Accommodation Policy</li> <li>The HR Team will work with the staff’s manager to prepare an individualized accommodation plan outlining the start and the end date of the</li> </ul>	Completed  Ongoing	To be reviewed in October 2023

	work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans, as described in section 28, as part of the process.		accommodation, the type of accommodation and accessibility related support required.		
<b>Performance management</b>	An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	<b>30</b>	<ul style="list-style-type: none"> <li>Engineers Canada ensures that the accessibility needs of staff with disabilities and accommodation plans are considered and implemented during a performance management process.</li> <li>The HR Team will provide the performance management form in an accessible format to staff, as and when they require accommodation.</li> </ul>	Ongoing	
<b>Career development and advancement</b>	An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans,	<b>31</b>	<ul style="list-style-type: none"> <li>Engineers Canada HR Team will work with managers to ensure that staff's career development and career progression opportunities are inclusive and barrier-free and ensure that accommodation requests are considered and</li> </ul>	Ongoing	

	when providing career development and advancement to its employees with disabilities.		implemented for staff with disabilities.		
<b>Redeployment</b>	An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	<b>32</b>	<ul style="list-style-type: none"> <li>Engineers Canada HR Team will work with manager's to ensure that the accommodation requests are considered and implemented for staff with disabilities when they need to be re-deployed.</li> </ul>	Ongoing	

## Conclusion

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Engineers Canada is committed to promoting accessibility and inclusiveness for people with disabilities, and this multi-year accessibility plan sets out the steps we will take to achieve this goal. We recognize that accessibility and inclusiveness are ongoing efforts, and we are committed to continuous improvement in this area.