

# Accessibility Plan 2026-2030



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Revised, March 2026



## Introduction

CANES Community Care is committed to providing accessible services and employment practices that respect the dignity and independence of people with disabilities. This Multi-Year Accessibility Plan outlines the steps CANES is taking to prevent and remove barriers and to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

This plan is developed in accordance with Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation (IASR), section 4, and will be reviewed and updated at least once every five years.

## Statement of Commitment

CANES Community Care respects the dignity and independence of all people and is committed to providing equal opportunity for all individuals to benefit from the services and employment offered by CANES Community Care. CANES Community Care is committed to compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005.



## Legislative Framework

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) aims to make Ontario fully accessible by 2025 through the development and enforcement of accessibility standards.

The Integrated Accessibility Standards Regulation (IASR) includes requirements related to general requirements, information and communications, employment, transportation (not applicable to CANES), and the design of public spaces.





## 1. General Requirements

- Maintain written accessibility policies and make them publicly available.
- Maintain and publish a Multi-Year Accessibility Plan and review it at least every five years.
- Consider accessibility when procuring or acquiring goods, services, or facilities.
- Provide ongoing AODA and Human Rights Code training to staff, volunteers, and Board members.
- Complete and file government accessibility compliance reports as required.



## 2. Information and Communications

- Provide accessible emergency information upon request.
- Ensure the CANES website and web content conform to WCAG 2.0 Level AA standards.
- Develop an approval form outlining AODA requirements for preparing all organizational communications (i.e., print advertisements, newsletters, correspondence, emails, website updates, brochures, etc.).
- Identify all internal and external communications to ensure compliance with AODA requirements.
- Maintain accessible feedback processes and respond to accessibility requests.
- Provide information and communications in accessible formats upon request.



## 3. Employment

- Notify job applicants that accommodation is available during the recruitment and selection process.
- Inform employees of policies and support related to workplace accommodation.
- Develop documented individual accommodation plans when required.
- Maintain a documented return-to-work process for employees absent due to disability.
- Ensure accessibility is considered in performance management, training, and career development.



## 4. Design of Public Spaces

- Ensure new or redeveloped public spaces under CANES meet applicable accessibility requirements.
- Maintain accessible elements of public spaces and address barriers as they arise.



## Accessibility Standards & Action Plan (continued)

### 5. Transportation (Service-Related Accessibility Commitments)

- Advise clients and caregivers about accessible equipment and features available on CANES vehicles.
- Provide transportation-related information in accessible formats upon request.
- Inform clients and caregivers when accessible vehicles or equipment are temporarily out of service.
- Where possible, identify alternative arrangements to accommodate clients when accessibility features are unavailable.
- Ensure staff are trained in the safe use of accessible equipment and vehicle features.
- Support staff in identifying and responding to barriers related to routes, equipment issues, or environmental conditions.
- Maintain passenger safety during emergencies, including when accessibility features are impacted.



### Accessibility Feedback

CANES Community Care welcomes feedback from clients, caregivers, community members, and staff on accessibility matters. Feedback helps us identify barriers and improve accessibility.

To provide feedback or request accessible formats or communication support, please contact:

**Human Resources, CANES Community Care**

Phone: **416-743-3892**

Email: **hr@canes.on.ca**

This Multi-Year Accessibility Plan can be provided in accessible formats upon request.