

# Integrated Accessibility Standards Multi-Year Work Plan

## CEO Message

CADTH is a pan-Canadian, not-for-profit organization responsible for providing health care decision-makers with evidence, advice, and recommendations on the assessment, adoption, and management of health care technologies, including drugs, medical devices, and other clinical interventions.

It is our privilege to play a role in informing policy decisions and influencing the delivery of evidence-informed health care. And, as such, it is essential for us to continue removing barriers to accessibility so that all people have equal access to find, use, participate in, and benefit from our products, services, and events.

This updated multi-year plan outlines the actions we are taking to meet our requirements under the Accessibility for Ontarians with Disabilities Act. These include modernizing our accessibility policies, carefully examining our office environment and events – both in-person and virtual – and enhancing how we support our employees, future employees, users of our programs and services, patients, and members of the public.

CADTH is committed to treating people with disabilities in a way that respects their dignity and independence, creating a transparent process for requesting accommodations, and integrating a robust feedback process to support continuous improvement. This document will serve as a valuable roadmap on that journey.

Our plan has been reviewed and approved by CADTH's Executive Team and we welcome comments and feedback from all our stakeholders.

### **Suzanne McGurn**

President and CEO  
CADTH

## Accessibility Requirements

### General

#### Section 3: Establishment of Accessibility Policies

- Develop, implement, and maintain policies outlining how CADTH will achieve accessibility, including a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner.

**Status:** A statement from CADTH's CEO is included in this document.

- Make these policies and procedures publicly available and provide them in an accessible format upon request.

**Status:** Policies and procedures are available on the [Accessibility page](#) of CADTH's website.

#### Section 4: Accessibility Plans

- Establish, implement, maintain, and document a multi-year accessibility plan that outlines CADTH's strategy to prevent and remove accessibility barriers.

**Status:** CADTH's [accessibility plan](#) is supported by policies and procedures that outline CADTH's strategy to prevent and remove accessibility barriers. Further details on these policies and procedures can be obtained by using the [feedback page](#) on the CADTH website.

- Make the plan publicly available and, upon request, provide it in an accessible format.

**Status:** CADTH's accessibility plan is available on the [Accessibility page](#) of CADTH's website.

- Review and update the plan at least every 5 years.

**Status:** CADTH is committed to reviewing the Integrated Accessibility Standards (IAS) Multi-Year Plan every 3 years and posting revisions to the policy on the [Accessibility page](#) of CADTH's website.

#### Section 7: Training

- Ensure that appropriate training on accessibility standards for persons with disabilities is provided to all employees, volunteers, persons who participate in the development of CADTH's policies, and all other persons who provide goods, services, or facilities on behalf of CADTH.

**Status:** Appropriate training is provided to CADTH staff and volunteers through the onboarding process and again at regular intervals.

- Maintain a record of accessibility training provided, including the dates on which training was provided and who has completed it.

**Status:** CADTH maintains a training record from all mandatory staff training. In 2021–2022, these records will be moved into CADTH's newly implemented Human Resources Information System.

### Information and Communications Standards

#### Section 11: Feedback

- Create and communicate a process for receiving and responding to feedback about CADTH's products, services, and events that is accessible to persons with disabilities.

**Status:** All CADTH event invitations include information about how to request accommodations. Additional requests can be made via the [Contact Us](#) page on CADTH's website

## Section 12: Accessible Formats and Communication Supports

- Upon request, provide information in an accessible format, in a timely manner, and at a cost that is no more than the regular cost charged to other persons.

**Status:** CADTH materials are available in a variety of formats upon request.

## Section 14: Accessible Websites and Web Content

- Ensure CADTH's websites and web content conform with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA.

**Status:** CADTH implemented changes to its website in June 2021 to ensure its compliance with WCAG 2.0 Level AA standards. CADTH will complete a third-party assessment of the website in 2021–2022 to help identify any further opportunities for improved accessibility.

## Employment Standards

### Section 22: Recruitment – General

- Notify applicants with disabilities about CADTH's policies and accommodations to support their participation in the recruitment process.

**Status:** All CADTH job postings include information on how to learn more about accommodations available to applicants.

### Section 23: Recruitment – Assessment or Selection Process

- Notify those job applicants who are chosen to participate in an assessment or selection process that accommodations are available upon request for the materials or processes used.

**Status:** An offer of accommodation is extended to candidates when they are invited for an interview.

- Consult with applicants who request accommodation and provide or arrange suitable accommodations in a manner that takes into account the applicants' accessibility needs.

**Status:** Once a request for accommodation is received, the Director of Human Resources will work with the recruitment team as appropriate to ensure the candidate's needs are accommodated.

### Section 24: Notice to Successful Applicants

- Notify successful applicants of CADTH's policies for accommodating employees with disabilities.

**Status:** Information on how to submit requests for accommodation is included in CADTH's letter of offer for incoming employees.

### Section 25: Informing Employees of Support

- Inform new employees in a timely manner of CADTH's policies and procedures that support employees with disabilities, including the policies on providing job accommodations that take into account an employee's accessibility needs due to disability.

**Status:** Education about CADTH's accommodation policy and procedures is provided to new staff as part of the onboarding process.

- Inform employees of any changes to existing policies and procedures regarding job accommodations.

**Status:** Updated information is shared with staff as changes are made to corporate policies and procedures.

## Section 26: Accessible Formats and Communication Supports for Employees

- Consult with employees who request accommodation to ensure that materials are provided in accessible formats to support them in performing their job and to consume information that is generally available to employees in the workplace.

**Status:** Development of an accommodation plan is a shared activity between the employee, their manager, and human resources. This is outlined in CADTH's Request for Accommodation Procedure – Employees.

## Section 27: Workplace Emergency Response Information

- Provide individualized workplace emergency response information to employees with disabilities if their disability is such that the individualized information is necessary and CADTH is aware of the employee's need for accommodation. This individualized response must be provided as soon as CADTH is aware of the need for accommodation.

**Status:** Individualized workplace emergency responses are developed as part of the development of an employee's accommodation plan.

## Section 28: Documented Individual Accommodation Plans

- Develop and have in place an accessible version of a written process for the creation of documented individual accommodation plans for employees with disabilities. The process must include the following elements:
  - How the employee requesting accommodation can participate in the development of the plan.
  - How the employee is assessed on an individual basis.
  - That CADTH can request an evaluation by an outside medical or other expert, at CADTH's expense, to assist CADTH in determining if accommodation can be achieved and, if so, how that accommodation can be achieved.
  - The steps that will be taken to protect the privacy of the employee's personal information.
  - How often the employee's accommodation plan will be reviewed and updated and how this will be done.
  - How the reason for denial will be provided to an employee if their individual accommodation plan is denied.

**Status:** The development of the accommodation plan and the process for employees is included in CADTH's Request for Accommodation Procedure – Employees.

## Section 29: Return-to-Work Process

- Develop and have in place a documented return-to-work process for employees who have been absent from work because of a disability and require disability-related accommodations to return to work. This process will outline the steps CADTH will take to facilitate the return to work, including the use of an individualized accommodation plan.

**Status:** CADTH works closely with its health benefits provider to develop and implement appropriate return-to-work plans.

## Section 30: Performance Management

- Take into account the accessibility needs of employees with disabilities and individual accommodation plans during the performance management process.

**Status:** CADTH's performance management process uses documents that are available in an accessible format and involves regular communication with the employee's manager who participates in the development of the accessibility plan.

## Section 31: Career Development and Advancement

- Consider the accessibility needs of employees with disabilities and any individual accommodation plans when providing career development and advancement feedback to employees with disabilities.

**Status:** CADTH's policies and procedures about accommodation include a regular feedback mechanism and the opportunity to revisit the accommodations throughout the employee's time with the organization. As an employee's role changes, their accommodation plan can be adjusted to reflect their current situation.

## Other Sections

The following sections of the Accessibility for Ontarians with Disabilities Act (2005), Ontario Regulation 191/11 on Integrated Accessibility Standards do not apply to CADTH:

Sections 1, 2, 5, 6, 9, 10, 13, 15 to 21, and 32 to 80

## Contact Information

CADTH welcomes feedback from our customers on the way we provide products, services, and events to people with disabilities and on the content of our multi-year accessibility plan. Customer feedback will help us identify barriers and address concerns in a timely manner.

- Feedback can be submitted in writing to 865 Carling Ave., Suite 600, Ottawa, Ontario K1S 5S8, Attention: Vice-President, Corporate Services; Reference: Accessibility and AODA. Or you can visit our [website](#).
- Customers can expect to receive an acknowledgement within 5 business days from the date of receipt. Feedback response time will depend on the nature of the issue but will usually be within 15 business days.