Accessibility Plan

The Plan

General

The College of Immigration and Citizenship Consultants (the College) is committed to identifying and removing Barriers, and preventing new Barriers, to persons with Disabilities. Furthermore, the College is committed to achieve accessibility through meeting or exceeding our requirements under the *Accessible Canada Act* (the ACA).

Our Accessibility Plan (the Plan) outlines the steps the College is taking to meet those requirements and to improve accessibility for people with Disabilities. The Plan, and related Accessibility Policies, were developed in concert with professional accessibility consultants, all of whom are persons with Disabilities.

It is the goal of the College in this Plan to reflect the spirit of the ACA. A feedback process will be implemented enabling the Leadership Team to respond to feedback regarding the manner in which the College is implementing its Plan, and any Barriers encountered by the College's employees, licensees, applicants, candidates, stakeholders and the public. When an area of improvement has been suggested regarding accessibility, the appropriate representatives of the College will review the information and make every effort to address the suggestion in a manner satisfactory to all parties, without causing undue hardship to the College.

The Manager, Human Resources, is designated to receive feedback on behalf of the College with respect to accessibility matters and this Plan.

The public is invited to communicate and/or provide feedback to the College in one of the following ways:
- Email: accessibility@college-ic.ca
- Mail: 5500 North Service Road, Suite 1002, Burlington, Ontario L7L 6W6
- Phone: 1-877-836-7543 (1084)

Alternatively, the Feedback Form can be completed and sent to accessibility@college-ic.ca. Information about the College's Feedback Process can be found in Schedule A and the Feedback Form can be found in Schedule B.

The College's Accessibility Plan and/or description of the feedback process can be requested in an alternate format (print, large print, Braille, audio format or an electronic format that is compatible with adaptive technology that is intended to assist persons with Disabilities).

Principles

The ACA will be implemented in recognition of, and in accordance with, the following principles:

- All people must be treated with dignity, regardless of their Disabilities;

- All people must have the same opportunity to make for themselves the lives that they are able and wish to have, regardless of their Disabilities;
- All people must have Barrier-free access to full and equal participation in society, regardless of their Disabilities;
- All people must have meaningful options and be free to make their own choices, with support if they desire, regardless of their Disabilities;
- Policies, programs, services and structures will take into account the Disabilities of people and the different ways that they interact with their environments.
- People with Disabilities must be involved in the development and design of policies, programs, services, and structures, and
- The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with Disabilities.

Definitions

Barrier means anything – including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of people with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment of a functional limitation. [*obstacle*]

Disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, evident or not, that, in interaction with a Barrier, hinders a person's full and equal participation in society. [*handicap*]

Areas Described under Section 5 of the *Accessible Canada Act* (ACA)

The College is committed to identifying and removing Barriers, and preventing new Barriers to persons with Disabilities, in the following areas, as described in section 5 of the ACA:

a) Employment;
b) The built environment;
c) Information and communication technologies (ICT);
d) Communication, other than ICT;
e) The procurement of goods, services and facilities;
f) The design and delivery of programs and services (if applicable); and
g) Transportation (if applicable).

The following sections aim to describe how the College will fulfill this commitment.

a) Employment

The College is dedicated to creating a culture of accessibility across the organization, including employment practices which are equitable and as accessible as possible.

Accessibility Policy

The College is implementing an Accessibility Policy, including many elements of this Plan and concrete action to promote its impact within the organization.

Work Place Violence and Harassment Prevention Policy

This policy promotes a work place that is respectful, preventing Barriers that are discriminatory, unsafe or violent in nature.

Working in a Remote Environment Policy

Most College employees are working remotely at this time on a regular basis. The College is flexible with remote-work arrangements, and this removes and prevents Barriers for people with Disabilities at work. Our Ergonomic Workplace policy is in place to assist in this effort.

Recruitment and Selection

Job postings continue to include reference to the College's commitment to providing equal opportunities to all candidates and to meeting the needs of people with Disabilities.

Candidates invited to participate in the interview process are advised that if they require an accommodation, we will work with them to meet their needs.

Employment agreements will indicate that the College can engage in an accommodation process for any employee who requests it and will comply with its legal obligations in this context.

b) Built Environment

The College will develop modifications to our office space, so, at a minimum, they meet the required accessibility building codes of the applicable regulations.

In 2022, the College engaged with Avison Young to redesign our office space. To ensure the space is accessible and Barrier-free, we consulted with Canadian Accessibility Professionals (formerly, Accessibility Professionals of Ontario) to review the drawings and provide recommendations on accessibility. This is a work-in-progress and a completion date has not been identified.

The College will meet with and discuss the possible implementation of best practices and Barrier-free design with people with Disabilities whenever any modifications to the offices of the College are proposed.

c) Information and Communication Technologies (ICT)

New or significantly refreshed content of all websites and other digital properties owned by the College will be compliant with the current requirements of the ACA.

d) Communication, other than ICT

The College will use accessible communication strategies to provide information for people with Disabilities. Communication between the College and the licensees, applicants, stakeholders or the public will be conducted in a manner that takes into account a person's Disability.

Employees will work with the person with a Disability to assess the type of Disability and discuss the appropriate form of communication that meets their needs.

Alternate formats may include, for example:
- Print
- Large print
- Braille
- Audio
- Electronic

e) Procurement of Goods, Services and Facilities

The College will include potential accessibility needs during the procurement of goods, services and facilities, as required or is reasonably possible.

f) Design and Delivery of Programs and Services (if applicable)

The College will take accessibility into consideration during the design of programs and services. From time to time, the College will continue to consult with persons with Disabilities to ensure any new or existing programs and services are designed and offered in a manner as accessible as possible.

g) Transportation

This section of the ACA does not apply to the College.

Consultations

The College consulted with an organization made up entirely of people with different types of Disabilities and considered the input of all participants at every stage of the creation of this Accessibility Plan and related Accessibility Policies. The College will continue to consult with people with Disabilities in the preparation of future Accessibility Plans and progress reports. Through virtual meetings and an on-site visit, the College received guidance and recommendations to help the College develop our accessibility plan and policies to meet our requirements under the ACA.

Training

The College will train employees on the requirements of ACA and the College's related policies. New employees will be trained within three (3) months of their start date.

Employees will be trained on any changes or updates to these policies, practices and procedures as soon as practicable.

Progress Reports

The College will prepare and publish progress reports respecting the implementation of our Accessibility Plan, as required by the ACA. Feedback received by the College will be addressed in the progress reports, including how the feedback was taken into consideration.

Accessibility Plan

The College will review and update our Accessibility Plan every three (3) years.

Schedule A: Feedback Process

1. The party initiating the feedback is welcome to include their name, or it can be provided anonymously by email, mail, phone, or via the Feedback Form. If feedback is submitted anonymously, the College may not be able to acknowledge receipt.
2. A representative of the College will contact the party initiating the feedback, if applicable, and discuss the feedback using a manner that considers the accessibility concerns identified in the feedback.
3. If the feedback necessitates escalation, the Feedback Form will be distributed to the Chief Operating Officer (COO) for review.
4. The College will consider the feedback and review the underlying accessibility concerns and Barriers it identifies.
5. The College will consider changes to eliminate these Barriers.
6. Appropriate changes will be implemented by the College, where applicable, to address accessibility concerns.
7. Employees, licensees, applicants, candidates, stakeholders and the public will be informed of changes, where applicable.
8. A representative of the College will contact the party having initiated the feedback to advise of the steps taken to improve accessibility, where applicable. Where no Barriers have been identified or no steps are taken, for any reason, the College will still communicate with the party having initiated the feedback to conclude the feedback conversation.

Schedule B: Feedback Form

Thank you for taking time to complete our Feedback Form.

The College is committed to reducing or removing the Barriers that may impede people with Disabilities from accessing our programs. We will review your feedback and if changes can be adopted without creating an undue hardship, action will be taken at the earliest opportunity.

Once complete, please email this form to accessibility@college-ic.ca, mail it to 5500 North Service Road, Suite 1002, Burlington, Ontario L7L 6W6, or contact the Manager, Human Resources at 1-877-836-7543 (1084).

Name: _____ (optional)   Date: _____

Please complete the following based on your preferred method of communication:

❍ Email: _____   ❍ Phone: _____

Do you have feedback to share about the manner in which the College is implementing its Accessibility Plan?

Comments: _____
_____
_____

Did you experience any Barriers in your dealings with the College?
❍ Yes   ❍ No

Comments: _____
_____
_____

Additional comments:
_____
_____
_____