



Integrated Accessibility Standards Policy

Overview

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). The goal of the AODA is to identify and remove barriers and make Ontario an accessible province for persons with disabilities. The AODA covers five specific areas, which are: Customer Service, Information and Communications, Employment, Transportation, and the Built Environment.

The accessibility standard for customer service (Ontario Regulation 429/07) was met by CMLS Financial (CMLS) in 2013, resulting in a customer service standards policy and a comprehensive training program for employees. Both of these ensure the delivery of goods and services to persons with disabilities are consistent with the core principles of dignity, independence, integration and equal opportunity.

The Information and Communications standard, Employment standard, and Transportation standard (not applicable to CMLS) have now been enacted as Ontario Regulation 191/11, the Integrated Accessibility Standards. These standards are to be phased in over time using a multi-year accessibility plan. The standard for the Built Environment, as it applies to facilities, remains in the development phase.

Purpose and Background

This document has been prepared to govern the provision of services with regard to Regulation 191/11, “Integrated Accessibility Standards” (“Regulation”) under the Accessibility for Ontarians with Disabilities Act, 2005.

Statement of Commitment

CMLS Financial is committed to treating all persons with respect. CMLS supports the goals of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and will establish policies, practices and procedures which are consistent with the accessibility standards established under the AODA. CMLS is dedicated to continuously working to identify and remove barriers in order to provide its services in a manner that respects the dignity and independence of people with disabilities.

Confidentiality

CMLS Financial will not disclose personal information for purposes other than those required to address feedback and inquiries related to accessible customer services.

General Requirements

Accessibility Plan

CMLS Financial will develop, maintain and document an Accessibility Plan outlining the company’s strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities. The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the company’s website. Upon request, CMLS will provide a copy of the Accessibility Plan in an alternate accessible format.

Self-Serve Kiosks

CMLS Financial will have consideration for accessibility if and when designing, procuring or acquiring any self-serve kiosks to better serve persons with disabilities.

Training Employees

CMLS will ensure that training is provided on the requirements of the accessibility standards referred to in the Regulation, and continue to provide training as it pertains to persons with disabilities, to:

- all its employees and managers in Ontario
- all persons who participate in developing CMLS Financial's policies; and,
- all other persons who provide goods, services or facilities on behalf of the company

Training will be appropriate to the duties of the employees and other persons. Employees will be kept informed on an ongoing basis when changes are made to these policies, practices and procedures. CMLS will maintain records of all training conducted pursuant to this policy.

Information and Communications Standard

Feedback Process

CMLS will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request.

Employment Standard

Workplace Emergency Response Information

CMLS will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if CMLS is aware of the need for accommodation due to the Employee's disability. CMLS will provide this information as soon as practicable after becoming aware of the need for accommodation.

Modifications to this or other Policies

This is a live working document and will be modified to reflect changes as they occur as described in our multi-year accessibility plan. This policy will be posted on the CMLS external website and will be available in alternative formats upon request.

Questions about this Policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of Information and Communications, and Employment. If anyone has a question about this policy or would like to obtain this document in an alternate format, please contact us at hr@cmls.ca or 416-646-1005.