AODA Customer Service Standard				
Compliance Date	Description	Action	Responsibility	Status
January 1, 2012	Establishment of policies, practices and procedures to comply with Regulation 429/07	CIRA has developed a policy that governs the provision of goods and services to persons with disabilities. The policies and procedures include: • Taking into account person's disability when communicating with them. • Welcomes service animals and support persons. • Provides notice of service disruptions. • Provides a feedback process. • Provides notice of availability of accessible formats on request.	• HR	Completed
	Training	CIRA has trained all employees who interact with third parties and the public, and all members of the team who develop policies and procedures for CIRA on the provision of our goods and services to persons with disabilities.	• HR	Completed

AODA Integrated Standards				
General				
Compliance Date	Description	Action	Responsibility	Status
January 1, 2014	Establishment of Accessibility Policy to comply with Ontario Regulation 191/11	• CIRA has developed an accessibility policy for the Integrated Standards that apply to CIRA including Information and Communication and Employment. • CIRA has outlined the strategy to prevent and remove barriers for persons with disabilities in this plan. • The policy will be publically available in an accessible format when requested.	• HR • Legal	Completed by December 31, 2014
January 1, 2015	Training	• CIRA will train all employees and all persons who participate in developing our policies on the requirements of the accessibility standards and the Human Rights Code as it pertains to persons with disabilities. • CIRA will maintain a record of training.	• HR	Completed by December 31, 2014
AODA Information and Communication Standard				
Compliance Date	Description	Action	Responsibility	Status
January 1, 2015	Feedback	• CIRA is reviewing all types of feedback processes. • CIRA will ensure that the processes for receiving and responding to feedback are accessible and	• MarCom • PSG • HR	In progress

Compliance Date	Description	Action	Responsibility	Status
		available in alternate formats when requested.		
January 1, 2016	Accessible formats and communication support	• CIRA will evaluate options for various accessible formats. • CIRA will consult with the person making the request to determine a suitable accessible format which takes into account the person's disability. • Accessible formats will be made available in a timely manner and at a cost that is no more than the regular cost charged to other persons.	• MarCom	In progress
January 1, 2021	Accessible websites and web content that conform with WACG2.0 level AA	• CIRA will ensure that all existing and new websites and web content will conform to WACG 2.0 Level AA. Note: All WCAG 2.0 requirements only apply to websites, web content and web based applications that CIRA controls, directly or through a contractual relationship and where meeting the requirements are technically feasible.	• MarCom • Dev	In progress
AODA Employment Standard				
Compliance Date	Description	Action	Responsibility	Status
January 1, 2016	Recruitment, Assessment and Selection	• CIRA will notify internal and external job applicants that accommodations for disabilities will be provided when requested and to support their participation in all aspects of the recruitment process.	• HR • Hiring Managers	In progress

		- Notification of accommodations will be included on all job postings and verbally communicated with applicants. - Alternative formats will be provided when requested. - CIRA will consult with the applicant to determine suitable accommodation for the applicant's disability and provide accommodation or support accordingly.		
January 1, 2016	Notice to successful applicants	- When making an offer of employment, CIRA will advise the employee of CIRA' s policies to provide accommodation for disability, both verbally and in writing within the offer package.	- HR - Hiring Managers	In progress
	Informing employees of support	- CIRA will inform employees of our policies used to support employees with disabilities. This will be provided through training of our accessibility policies. - When requested, CIRA will provide communication support for employees to perform their jobs. Such support may include screen readers, large print documents, or a quiet location to perform their work. Such support will be made aware and available to employees in the workplace.	- HR - Managers - Team Leaders	In progress
January 1, 2012	Individualized Emergency Response	- When requested, CIRA will develop and document an individualized emergency	- HR - JHSC	Ongoing

	Information	response information plan. • CIRA will communicate to all employees that this plan is available for employees with temporary or permanent disabilities. • The individualized emergency response plan will be reviewed once the employee moves to a different location in the organization and when CIRA reviews general emergency response plans.		
January 1, 2016	Documented Individual Accommodation Plans	• CIRA will ensure that employees with disabilities are provided with appropriate accommodations to meet the specific needs of the individual. • CIRA will work with employees, when requested, to prepare and document individual accommodation plans. These plans apply to both temporary and permanent disabilities. • The plan will be a written process for the accommodation of employees with disabilities and will be provided in an accessible format when requested.	• HR • Managers	Ongoing
	Return to work process	• CIRA will develop and document a return to work process for employees who have been absent from work due to a disability and require disability related accommodations in order to return to work. • Depending on the nature of the disability, the return to work process may include the	• HR • Managers	Ongoing

		provision of communication support and/or, for example, assistive devices, fewer hours, retraining and transitional work.		
	Performance management, career development and advancement	• CIRA will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans when providing feedback to employees regarding their performance. • CIRA will take into account the accessibility needs as well as individual accommodation plans for employees with disabilities when providing career development and advancement.	• HR • Managers • Team Leaders	Ongoing