



## Multi Year Accessibility Plan

The Canadian Kennel Club strives to meet the needs of its employees and customers with disabilities and is continuously working to remove and prevent barriers to accessibility. As an organization, we are committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and it is our objective to maintain an environment of equal opportunity.

This 2020-2025 accessibility plan outlines the policies, actions and achievements that have or will be put in place to improve opportunities for people with disabilities with a focus on preventing and removing barriers to accessibility. This multi-year plan will be reviewed on an annual basis and will be posted on the CKC website. It will be provided in an accessible format upon request.

### Accessibility Policies

CKC has implemented an accessibility policy designed to meet the needs of people with disabilities. The policy is posted on the CKC website and is reviewed on a regular basis to ensure that we are meeting our accessibility commitments.

### Customer Service

CKC is committed to excellence in serving all customers including people with disabilities. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration, and equal opportunity to all its customers.

**Assistive Devices:** All persons will continue to be welcome to bring and use their own assistive devices on all CKC premises that are publicly accessible.

**Service Animals:** CKC welcomes persons with disabilities and their service animals. Service animals are permitted on CKC premises.

**Support Persons:** A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

**Notice of Temporary Disruption:** In the event of a planned or unexpected disruption to CKC services or facilities which may impact persons with disabilities, CKC will make every effort to inform such persons as soon as is possible.

## **Training Employees and Volunteers:**

CKC is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities to all new employees and volunteers as part of their orientation. The training will be provided in accessible formats and will be appropriate for their role and responsibilities. Records of the dates and individuals trained will be maintained.

## **Information and Communication:**

CKC is committed to making our information and communication accessible to persons with disabilities. We will consult with people with disabilities to determine their information and communication needs. Upon request, CKC will provide or will arrange for the provision of accessible formats for persons with disabilities in a timely manner that considers the person's accessibility needs.

## **Accessible websites and web content:**

CKC's public website and member portal was created a number of years ago when, as a business of 1-49 employees, we endeavoured to meet WCAG Level A compliance with the tools we had available.

We are currently in the process of relaunching our public website and member portal with the help of a usability company. Our website will be created using an industry standard Keno UI toolset. Our aim is to ensure the majority of the websites meet WCAG 2.0 Level AA and where possible Level AAA compliance by 2024 & 2025.

## **Employment:**

**Recruitment, Assessment, and Selection:** CKC is committed to fair and accessible employment practices. As part of our recruitment process, all postings will stipulate that accommodations are available upon request for applicants with disabilities. Upon request, CKC will provide or arrange for suitable accommodations that consider the applicant's accessibility needs due to a disability. When making an offer, CKC will notify successful applicants of our policies for accommodating employees with disabilities in the workplace.

**Informing Employees of Support:** CKC will inform our employees of our policies to support employees with disabilities. And will keep employees, volunteers, and other staff up to date on the changes to policies/procedures relating to accommodation.

**Workplace Emergency Response Information:** CKC will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that individual information is necessary and CKC is aware of the need for accommodation due to a disability. Any individual plan will be reviewed if the employee moves to a different work location and when the overall accommodation plan is reviewed.

**Documented Individual Accommodation Plans:** CKC will maintain a written process for the development of documented individual accommodation plans for employees with disabilities where such a plan is needed.

**Return To Work Process:** CKC will maintain a documented return-to-work process for our employees who have been absent from work due to a disability and who require disability-related accommodations to return to work.

**Performance Management, Career Development, Advancement and Reassignment:** CKC will consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees or when reassigning employees.

**Design of Public Spaces:**

CKC will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

For more information on this accessibility plan, to provide feedback, or accessible formats of this document, please contact:

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