



Title:	AODA – Multi-Year Accessibility Plan for the Integrated Accessibility Standards Regulation (IASR)		
Content Type:	HR Policy	Location: Toronto	(Global view)

Purpose

1. Scope

This 2012 to 2024 accessibility plan outlines the policies and actions that CNA Canada will put in place to improve opportunities for people with disabilities in accordance with the requirements communicated under the Integrated Accessibility Standards, Ontario Regulation 191/11.

2. Definitions

AODA Multi-Year Accessibility Plan outlines and identifies the policies, processes and plans the company currently has in place, is in the process of developing and/or implementing or intends to develop and/or implement in compliance with the Integrated Accessibility Standards Regulation (IASR) requirements.

3. Roles and Responsibilities: Human Resources

4. Policy Statement:

CNA Canada believes in equal opportunity and is committed to providing a barrier-free environment that allows all people to maintain their independence and dignity. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005) and its associated Regulations and strive to meet the needs of individuals with disabilities in a timely and effective manner. This organization will carry out its functions in a manner which delivers an accessible customer service experience.

CNA Canada is committed to making every reasonable effort to meeting and accommodating the accessibility needs of persons with disabilities in a timely manner, up to the point of undue hardship to CNA. This is reflected in policies which are publicly posted on our website and, upon request, will be made available in an accessible format.





Plan

General Requirements		
Accessibility Requirement:	Establishment of accessibility policies	Compliance Deadline:
Actions Taken:	<p>CNA established and documented accessibility policies which govern how we address accessibility issues inside and outside the organization. These policies were established on January , 2012 and were updated in November 2023 by Human Resources.</p> <p>The IASR consists of six parts:</p> <ol style="list-style-type: none"> 1. General Requirements; 2. Accessible Information and Communications Standard; 3. Accessible Employment Standard; 4. Customer Service Standard; 5. Accessible Transportation Standard; 6. Design of Public Spaces Standard. <p>The Accessible Transportation Standard and the Design of Public Spaces Standard do not apply to CNA Canada’s business. To address the remaining standards, the Company has designed their “AODA – Integrated Accessibility Standards Policy”.</p> <p>CNA Canada developed and documented a Multi-Year Accessibility Plan outlining its strategy to prevent and remove barriers from its workplace, to provide an accessible workplace for our employees and customers and to improve opportunities for persons with disabilities and meet its requirements under the IASR.</p> <p>The accessibility plan was first established on January 1, 2012 and was updated in November 8, 2023. It is available on our website and in an accessible format upon request.</p>	
Current Barriers:	<ul style="list-style-type: none"> • None 	
Plan to Meet Requirements:	<p>Review and update this policy at least once every five (5) years, in consultation with persons with disabilities.</p> <p>A review will be conducted more frequently in the event of legislative changes or any changes to the work or the workplace that necessitates an earlier review.</p>	
Responsible Authority:	Human Resources	Results: Completed





Accessibility Requirement:	Training on IASR and the <i>Ontario Human Rights Code</i>		Compliance Deadline:
Action Taken:	<p>CNA Canada established training for its employees and volunteers regarding the IASR and the <i>Ontario Human Rights Code</i> as they pertain to individuals with disabilities on January 1, 2012. Training is also provided to individuals who are responsible for developing the company's policies, and all other persons who provide goods, services, or facilities on behalf of the company.</p> <p>Training is provided on an ongoing basis, as required with respect to changes to policies.</p> <p>CNA Canada provides training in electronic format covering the following:</p> <ul style="list-style-type: none"> • A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005; • A review of the requirements of the Customer Service Standards; • Instructions on how to interact and communicate with people with various types of disabilities; • Instructions on how to interact with people with disabilities who: <ul style="list-style-type: none"> ○ Use assistive devices available on the CNA premises or provided by CNA to assist with the provision of goods and services; ○ Require the assistance of a guide dog or other service animal; or ○ Require the use of a support person; and • Instructions on what to do if a person with a disability is having difficulty accessing our services; and • Policies, procedures, and practices of CNA Canada pertaining to providing accessible customer service to customers with disabilities. 		
Current Barriers:	None.		
Plan to Meet Requirements:	<p>Review and update this policy at least once every five (5) years.</p> <ul style="list-style-type: none"> • When changes to the company's training policy occurs, training will be provided based on the updated policy. • Established a yearly review of training and any new opportunities to engage with employees through online training 		
Potential Future Barriers:	Time, resources, reviewing.		
Responsible Authority:	Human Resources	Results:	Complete





Information and Communications Standards		
Accessibility Requirement:	Feedback Process	Compliance Deadline:
Actions Taken:	<p>CNA Canada's AODA – Integrated Accessibility Standards Policy, includes a feedback process to ensure that our process for receiving and responding to feedback is accessible to people with disabilities by providing or arranging for provision of accessible formats and communication supports upon request.</p> <p>CNA will notify the public about the availability of accessible formats and communication supports with respect to the feedback process.</p> <p>CNA Canada welcomes feedback on the service provided to customers with disabilities. Information about the feedback process will be made readily available to all customers upon request, and notice of the process is immediately available on our external website under Accessibility, at a cost that is no more than the regular cost charged to other persons</p> <p>Information on how to contact our offices is available at Contact CNA. Alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), are also available upon request, and on our external website under Accessibility.</p> <p>Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.</p> <p>All feedback, including complaints, will be responded to within 24 hours, as per CNA Canada's Complaints Procedure.</p>	
Current Barriers:	None.	
Plan to Meet Requirements:	<ul style="list-style-type: none"> Review and update this policy at least once every five (5) years. Maintain database of any and all feedback received. 	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





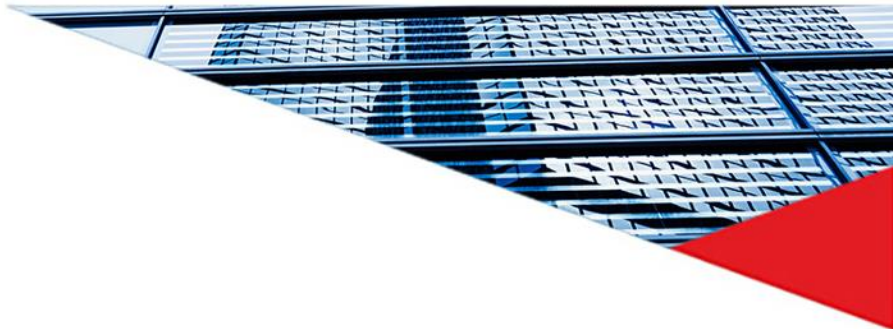
Accessibility Requirement:	Accessible formats and communication supports	Compliance Deadline:
Actions Taken:	<p>CNA Canada's AODA- Integrated Accessibility Standards Policy includes our commitment and procedures related to providing accessible formats and communication supports.</p> <p>Upon request, we will provide or arrange for the provision of alternative formats and communication supports for people with disabilities within a reasonable time and in consideration of the person's accessibility due to disability. We will consult with the individual to determine suitability of accessible format or communication support.</p>	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years-	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Emergency procedures, plans or public safety information	Compliance Deadline:
Actions Taken:	<p>Workplace Emergency Response Information procedures are part of the AODA- Integrated Accessibility Standards Policy.</p> <p>Where required, we create individualized workplace emergency response information for employees with disabilities, if the disability requires such information and if we are aware of the need for accommodation. We create the information in consultation with the employee and take into account the unique circumstances of the individual's disability and the physical nature of the workplace. If the plan is made available to the public, the information will be provided in an accessible format as soon as practicable upon request.</p> <p>This information will be reviewed when:</p> <ul style="list-style-type: none"> • The employee moves to a different physical location in the organization; • The employee's overall accommodation needs are reviewed; or • The Company reviews general emergency response practices. 	
Current Barriers:	None	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





Accessibility Requirement:	Accessible websites and web content	Compliance Deadline:	
Actions Taken:	CNA Canada's websites and web content both conform to Level AA of the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0) except where this requirement is impracticable.		
Current Barriers:	None		
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years. <ul style="list-style-type: none"> • Ongoing development of CNA Canada's public websites and information technology infrastructure and technology. • Collaboration with our Marketing department to ensure communications, public documents and media are readily available in alternate accessible formats. • Include AODA compliance as one of the criteria in selecting new technologies for new website development initiatives. 		
Potential Future Barriers:	Time, resources, reviewing.		
Responsible Authority:	Human Resources	Results:	Complete





Accessibility Requirement:	Recruitment, assessment and selection processes	Compliance Deadline:
Actions Taken:	<p>As part of our AODA-Integrated Accessibility Standards Policy, we ensure that all internal and external job applicants if/when selected for an interview, are notified about the availability of accommodation for job applicants who have disabilities.</p> <p>We will notify our employees and the public about the availability of accommodations for applicants with disabilities throughout our recruitment process.</p> <p>We inform applicants that these accommodations are available upon request for the interview process and for other candidate selection methods, including the materials or processes used. Where an accommodation is requested, we consult with the applicant and provide or arrange for suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.</p> <p>Successful applicants are made aware of the company's policies and supports for accommodating people with disabilities.</p>	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Informing employees of supports	Compliance Deadline:
Actions Taken:	<p>CNA Canada ensures that employees are aware of policies for employees with disabilities and any changes to these policies as they occur.</p> <p>We provide the information required, to new employees during orientation and onboarding after they begin their employment.</p>	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





Accessibility Requirement:	Accessible formats and communication supports for employees	Compliance Deadline:
Actions Taken:	<p>Upon request from an employee with a disability, CNA Canada provides or arranges for the provision of accessible formats and communication supports for the following:</p> <ul style="list-style-type: none"> • Information needed in order to perform their job; and • Information that is generally available to all employees in the workplace. <p>We consult with the employee making the request to determine the best way to provide the accessible format or communication support.</p>	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this process at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Workplace emergency response information	Compliance Deadline:
Actions Taken:	<p>Where required, CNA Canada creates individualized workplace emergency response information for employees with disabilities on a case-by-case basis if the disability requires such information and if we are aware of the need for accommodation.</p> <p>We create this information in consultation with the employee and take into account the unique circumstances of the individual's disability and the physical nature of the workplace. This information is provided as soon as practicable once becoming aware.</p> <p>This information is reviewed when:</p> <ul style="list-style-type: none"> • The employee moves to a different physical location in the organization; • The employee's overall accommodation needs are reviewed; or • The company reviews general emergency response practices. 	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this process at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





Accessibility Requirement:	Documented individual accommodation plans	Compliance Deadline:
Actions Taken:	<p>CNA Canada developed and has in place written processes as part of our AODA- Integrated Accessibility Standards Policy for documenting individual accommodation plans for qualified applicants and employees with disabilities. The processes for development of the plans will be shared with the employee requesting the accommodation.</p> <p>The individual accommodation plans include information regarding accessible formats, communication supports (upon request), individualized workplace emergency response information, and any other accommodation provided.</p>	
Current Barriers:	None	
Plan to Meet Requirements:	Review and update this at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Return to work process	Compliance Deadline:
Actions Taken:	<p>CNA Canada developed and implemented a Return-to-work Process as part of our AODA - Integrated Accessibility Standards Policy on for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</p> <p>The documented process outlines the steps we take to facilitate a smooth return to work for the employee. All steps and individual accommodation plans are documented and created in consultation with the employee. We document the employee's return-to-work process and include all details in an individual accommodation plan.</p> <p>CNA Canada complies with all federal and provincial laws providing protection for qualified individuals with disabilities.</p>	
Current Barriers:	None	
Plan to Meet Requirements:	Review and update this process at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





Accessibility Requirement:	Performance management process	Compliance Deadline:
Actions Taken:	As part of our AODA- Integrated Accessibility Standards Policy CNA Canada takes into consideration the accessibility needs, including documented individual accommodation plans, of employees with disabilities during our performance management process.	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Career development and advancement	Compliance Deadline:
Actions Taken:	CNA Canada considers the accessibility needs of employees with disabilities, including documented individual accommodation plans, when offering career development or advancement opportunities. This forms part of our AODA- Integrated Accessibility Standards Policy	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Redeployment	Compliance Deadline:
Actions Taken:	CNA Canada's AODA – Integrated Accessibility Standards Policy considers the accessibility needs, including documented individual accommodation plans, of employees with disabilities in the event of redeployment.	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update the policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





Customer Service Standards			
Accessibility Requirement:	Develop, implement, and maintain policies regarding the provisions of goods, services, or facilities to persons with disabilities	Compliance Deadline:	
Actions Taken:	<p>CNA Canada has developed and implemented its AODA- Integrated Accessibility Standards Policy which documents our, practices, and procedures and make every reasonable effort to ensure that they are consistent with the principles of dignity, independence, integration, and equal opportunity by:</p> <ul style="list-style-type: none"> • Ensuring that all customers receive the same value and quality of goods, services, or facilities; • Allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services, as long as this does not present a health and safety risk; • Using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner; • Taking into account individual accommodation needs as soon as we become aware of the need while providing goods and services; and • Communicating in a manner that takes into account the customer's disability. 		
Current Barriers:	None.		
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.		
Potential Future Barriers:	Time, resources, reviewing.		
Responsible Authority:	Human Resources	Results:	Complete





Accessibility Requirement:	Prepare one or more documents describing the accessible customer service policies, provide on request, and notify that the documents are available on request	Compliance Deadline:
Actions Taken:	CNA Canada implemented and maintains documented policies such as the AODA- Integrated Accessibility Standards Policy, procedures, and practices pertaining to providing accessible customer service to customers with disabilities. The policy also deals with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.	
Current Barriers:	None	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Ensure that a person with a disability is permitted to enter the premises with their service animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises	Compliance Deadline:
Actions Taken:	CNA Canada allows a customer with a disability who is accompanied by a guide dog or service animal access to our premises which are open to customers unless otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals. If a customer's guide dog or service animal is excluded by law, we offer alternative methods to enable the person with a disability to access goods and services, when possible.	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





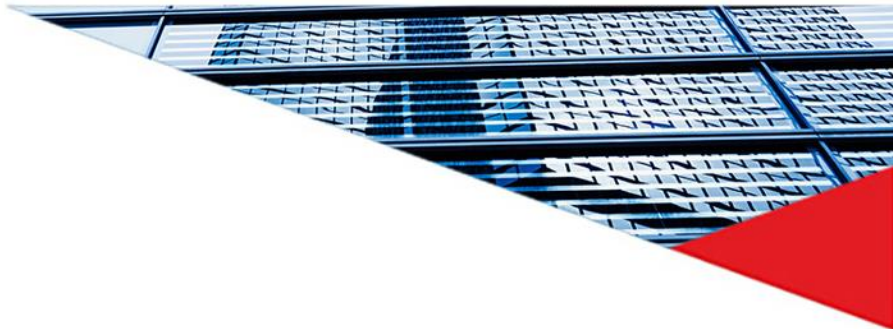
Accessibility Requirement:	Ensure that other measures are available to enable a person with a disability to obtain, use, or benefit from CNA Canada's goods, services, or facilities if the person's service animal is excluded from the premises	Compliance Deadline:
Actions Taken:	<p>If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, or other health and safety concerns, CNA Canada makes all reasonable efforts to meet the needs of all individuals.</p> <p>Pursuant to our obligations under the <i>Ontario Human Rights Code</i> and the <i>Occupational Health and Safety Act</i>, each customer's accommodation needs are considered on a case-by-case basis, up to the point of undue hardship. This is documented in the AODA – Integrated Accessibility Standards Policy</p>	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Ensure that a person with a disability and their support person are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises	Compliance Deadline:
Actions Taken:	<p>As part of our AODA – Integrated Accessibility Standards, CNA Canada ensures that if a customer with a disability is accompanied by a support person, both persons may enter the premises together and that the customer is not prevented from having access to the support person.</p>	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





Accessibility Requirement:	Require a person with a disability to be accompanied by their support person only for a valid health and safety reason and after consulting with the person with a disability	Compliance Deadline:
Actions Taken:	The AODA- Integrated Accessibility Standards Policy documents the steps CNA will follow when a person with disabilities requires a support person to accompany them	
Current Barriers:	None	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Provide notice of any temporary disruption to services that may affect persons with disabilities	Compliance Deadline:
Actions Taken:	<p>Service disruptions may occur for reasons that may or may not be within the control or knowledge of CNA Canada.</p> <p>In the event of any temporary disruptions to services and facilities, reasonable efforts are made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.</p> <p>If a notification needs to be posted, the following information will be included unless it is not readily available or known:</p> <ul style="list-style-type: none"> • Reason for the disruption; • Anticipated duration; and • A description of alternative services or options. <p>When disruptions occur, CNA Canada provides notice by:</p> <ul style="list-style-type: none"> • Posting notices in conspicuous places, including at the point of disruption, at the main entrance, and the nearest accessible entrance to the service disruption, or on CNA Canada website; • By any other method that may be reasonable under the circumstances. 	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





Accessibility Requirement:	Prepare a document on temporary disruption of services, provide document on request, notify that the document is available on request	Compliance Deadline:
Actions Taken:	The AODA – Integrated Accessibility Standards Policy documents the specific steps that CNA Canada will take in connection with a temporary disruption.	
Current Barriers:	None	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Provide accessible customer service training to all staff	Compliance Deadline:
Actions Taken:	<p>CNA Canada provides training for its employees and volunteers covering a review of the requirements of the Customer Service Standards, including:</p> <ul style="list-style-type: none"> • Instructions on how to interact and communicate with people with various types of disabilities; • Instructions on how to use equipment or devices on the premises that may help with the provision of services or facilities to persons with disabilities; • Instructions on how to interact with people with disabilities who: <ul style="list-style-type: none"> - Use assistive devices; - other assistance of a guide dog or other service animal; or - Require the use of a support person • Instructions on what to do if a person with a disability is having difficulty accessing our services; and • Policies, procedures, and practices of CNA Canada pertaining to providing accessible customer service to customers with disabilities. 	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





Accessibility Requirement:	Provide training on changes to policies to staff on an ongoing basis and keep records of training	Compliance Deadline:
Actions Taken:	CNA Canada provide training to new employees and other persons as soon as practicable and as changes to the company's accessibility policies occur. We maintain records on the training provided, when it was provided, and the number of employees who were trained.	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Prepare a document on the training policy, provide a copy of the document on request, notify that the document is available on request to any person.	Compliance Deadline:
Actions Taken:	CNA Canada's AODA Integrated Accessibility Policy summarizes the content of the training and when it is provided and updates it on an ongoing basis. CNA shall notify persons to whom it provides goods, services, or facilities that the training policy is available on request.	
Current Barriers:	None	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Ongoing





Accessibility Requirement:	Establish a feedback process on manner in which the organization provides goods, services, or facilities to persons with disabilities	Compliance Deadline:
Actions Taken:	<p>CNA Canada ensures that our processes for receiving and responding to feedback are accessible by people with disabilities by providing accessible formats and communication supports upon request.</p> <p>CNA Canada welcomes feedback on the service provided to customers with disabilities, as well as feedback about its own feedback process. Information about the feedback process will be made readily available to all customers upon request, and notice of the process is immediately available on our external website under Accessibility.</p> <p>Alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), are also available upon request, and on our external website under Accessibility.</p> <p>Information on how to contact our offices is available at Contact CNA. Alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), are also available upon request, and on our external website under Accessibility.</p> <p>Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.</p> <p>All feedback, including complaints, will be responded to within 24 hours, as per CNA Canada's Complaints Procedure.</p>	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete
Accessibility Requirement:	Prepare a document on the feedback process, provide a copy of the document on request, notify that the document is available on request to any person	Compliance Deadline:
Actions Taken:	CNA Canada established, implemented and maintains an AODA – Integrated Accessibility Standards Policy which details the feedback process. The document is available on request to any person.	
Current Barriers:	None.	
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.	
Potential Future Barriers:	Time, resources, reviewing.	
Responsible Authority:	Human Resources	Results: Complete





Accessibility Requirement:	Ensure that documents or information given to a person with a disability are available in an accessible format or with communication support on request	Compliance Deadline:		
Actions Taken:	<p>CNA Canada, upon request, provides or arranges for the provision of alternative format and communication for people with disabilities within a reasonable time and considering the person's accessibility due to disability, at no additional cost than the regular cost charged to other persons.</p> <p>We will consult with persons making the request in determining the suitability of the accessible format or communication support. This is stated in our AODA- IASP as well as on the Accessibility section of our website</p>			
Current Barriers:	None.			
Plan to Meet Requirements:	Review and update this policy at least once every five (5) years.			
Potential Future Barriers:	Time, resources, reviewing.			
Responsible Authority:	Human Resources	<table border="1"> <tr> <td>Results:</td> <td>Complete</td> </tr> </table>	Results:	Complete
Results:	Complete			

- 5. Exceptions**
None
- 6. Compliance and Enforcement**
Completed
- 7. Related Policies, Procedures and Resources**
AODA – Canada Accessibility Policy
- 8. Appendices**
None
- 9. Reviewed and Updated**
November 8, 2023

