



Institute for Clinical Evaluative Sciences
(ICES)
Accessibility Plan, 2026-2030

Message from the ICES Chief Executive Officer (CEO)

ICES is committed to improving accessibility and inclusion throughout the organization by identifying, removing, and preventing barriers for people with disabilities. This commitment aligns with our overall mission at ICES to make health care policy better, health care stronger, and people healthier.

We are committed to working towards both the ICES vision of being a world-leading research institute that strives to improve health and health care and the Government of Ontario's goal of an accessible Ontario. Ensuring our goods, services, and facilities are as inclusive as possible is consistent with our broader ICES values as well as with the *Accessibility for Ontarians with Disabilities Act (AODA)* goals.

Our 2026-2030 Accessibility Plan will help ICES comply with Ontario's accessibility laws and meet our own ICES accessibility policy commitments. The Plan will also provide a roadmap for ICES team members to continue to work towards a more accessible and inclusive organization. ICES commits to reviewing its Accessibility Plan annually and to updating the Plan at least once every five years.

This Plan has been reviewed and approved by the ICES Human Resources management team responsible for AODA compliance and coordination of accessibility initiatives at ICES. We thank all those involved in developing the Plan and we welcome your comments and feedback on our accessibility accomplishments and goals.



Dr. Astrid Guttman
Interim Chief Executive Officer

Table of Contents

Message from the ICES Chief Executive Officer (CEO)	2
ICES Statement of Commitment to Accessibility	1
Accessibility Policies and Procedures at ICES	1
AODA Compliance Achievements	1
Measures to Identify, Remove, and Prevent Barriers.....	4
Identifying Barriers	4
Removing and Preventing Barriers	4
Communication of the Plan	7
Contact Us.....	7

ICES Statement of Commitment to Accessibility

The Institute for Clinical Evaluative Sciences (“ICES”) is committed to treating all individuals in a way that allows them to maintain their dignity and independence. We believe in integration, equal opportunity, and access to participation for persons with disabilities. We are committed to meeting all reasonable accessibility needs and requests in a timely manner. We will do so by ensuring compliance with Ontario’s accessibility laws and by identifying, preventing and removing barriers to accessibility.

Accessibility Policies and Procedures at ICES

For more information on accessibility at ICES or to access the following ICES accessibility documents, go to <https://www.ices.on.ca/About-ICES/Accessibility>

- Accessibility Policy
- Accessibility Plan, 2026-2030
- Accessibility Feedback Form and procedure
- Glossary of Accessibility Terms

To review the *Accessibility for Ontarians with Disabilities Act, 2005*, go to Government of Ontario online laws at <https://www.ontario.ca/laws/statute/05a11>

AODA Compliance Achievements

ICES is committed to meeting all AODA compliance requirements and deadlines, including filing accessibility compliance reports and status updates.

Category	AODA Requirement	Implementation Deadline	ICES Compliance Status as of December 2025
Customer Service Training	Provide accessible customer service training for staff to serve customers of all abilities Keep a written record of accessibility training provided	January 1, 2010	Compliant

Category	AODA Requirement	Implementation Deadline	ICES Compliance Status as of December 2025
Customer Service Feedback	Create accessible ways for people to provide feedback	January 1, 2010	Compliant
Transportation	Provide accessible transportation services	July 1, 2011	Not Applicable – ICES does not manage or provide transportation services
Emergency Information	Provide accessible emergency and public safety information Provide accessible emergency information to staff	January 1, 2012	Compliant
Accessibility Policies	Create an accessibility policy Make the accessibility policy public	January 1, 2013	Compliant
Accessibility Plan	Create a multi-year accessibility plan to help achieve accessibility goals Make the multi-year accessibility plan public	January 1, 2013	Compliant
Procurement	Include accessibility criteria and features in bid requirement documents and other methods of purchasing new goods, services or facilities	January 1, 2013	Compliant
Self-service Kiosks	Include accessibility criteria and features when purchasing or designing self-service kiosks – including any interactive electronic terminals that people use to pay parking fees, validate tickets, or access information	January 1, 2013	Compliant

Category	AODA Requirement	Implementation Deadline	ICES Compliance Status as of December 2025
Training	<p>Train all employees on accessibility requirements that apply to their job duties</p> <p>Train employees on accessibility policies and procedures</p>	January 1, 2014	Compliant
Feedback	Make it easy for people with disabilities to provide feedback	January 1, 2014	Compliant
Accessible Websites	Ensure new websites or old websites being significantly updated are accessible	January 1, 2014	Compliant
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities	January 1, 2014	Compliant
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans	January 1, 2014	Compliant
Public Information	Make public information accessible when requested	January 1, 2015	Compliant
New or Redeveloped Public Spaces	Make new or redeveloped public spaces accessible	January 1, 2016	Compliant
ICES procurement policies and documents	Include specific accessibility requirements, where possible	April 30, 2021	Compliant
Accessibility Reports	File online accessibility reports based on stated deadlines in the AODA	By December 31, 2023, and as required	Compliant

Accessibility Achievements Beyond AODA Compliance

In addition to meeting its AODA compliance requirements, ICES has made several accessibility achievements in recent years.

- Consulted with an external organization to:
 - Review the AODA compliance status at ICES,
 - Identify areas for improvement in removing and preventing accessibility barriers related to policies and procedures,
 - Update ICES AODA and accessibility documentation, and
 - Assist with developing and achieving future accessibility goals at ICES.
- Improved accessibility of both format and content of all reports and resources prepared for online publication on the ICES website
- Reviewed and improved online access to information on ICES website pages
- Worked with ICES content creators to ensure public information uses plain and clear language guidelines, with a focus on removing technical terminology where possible and checking for a reading level of published content to require no more than a Grade 12 reading level
- Updated Public Advisory Council (PAC) recruitment strategies to be more accessible and inclusive by promoting communication options and availability of accommodations
- The Public and Community Engagement and Strategic Partnerships teams increased awareness of requirements for accessible meetings and events (for example, how to select accessible venues; offering opportunities for remote and hybrid participation; ensuring event materials are provided in accessible format and plain language; and checking in with participants before, during, and after events to address accessibility feedback)
- The Science Office increased promotion and awareness of ICES' accessibility policies, training, and resources during its monthly Researcher Orientation sessions for faculty and students
- The Facilities team continues to update and install electronically assisted automated doors in various ICES locations

Measures to Identify, Remove, and Prevent Barriers

Identifying Barriers

ICES is committed to responding to staff and community feedback in identifying priorities to increase accessibility and inclusion at ICES, for employees, faculty, students, and the public.

Removing and Preventing Barriers

ICES management and staff have identified the following goals to remove and prevent accessibility barriers at ICES over the coming years.

Accessibility Goal	Action Owner	Target Completion Date
Complete accessible document creation training for designated information and communications content creators.	Communications; Indigenous Partnerships, Data and Analytics; Public and Community Engagement, Knowledge Translation teams	December 2026
Ensure all Communications team members complete training on creating accessible website content.	Communications	March 2026
Provide accessibility training on how to create accessible website content.	Indigenous Partnerships, Data and Analytics teams	December 2027
Provide general resources for creating accessible information and communication to all ICES content creators.	Human Resources	March 2026, with ongoing updates
Develop and provide customized resources (for example, standards, style guides, templates) for all ICES staff on creating accessible reports.	Communications	March 2027
Review ICES public websites and web content regularly to ensure content and format meets or exceeds WCAG 2.0 level AA guidelines (excluding live captioning and audio description).	Communications, IT	Ongoing
Update and provide training on emergency and safety procedures to ensure awareness of accessibility supports where needed.	Facilities	Ongoing, when procedures are updated and new employees are hired
Continue to raise awareness of ICES accessibility policies, training, and resources, with a commitment to include	Science Office	Ongoing

Accessibility Goal	Action Owner	Target Completion Date
occasional “Accessibility at ICES” items in its departmental newsletter, <i>The Scoop</i> .		
Continue to update ICES facilities with additional electronically assisted automatic doors, prioritizing the V2 floor adjacent to the elevator and the double doors that separate the Information Technology / Data Quality and Information Management (IT/DQIM) area with Sunnybrook.	Facilities	2026 for initial changes, with ongoing improvements reviewed annually
Standardize the audio-visual recording of meetings to enable individuals to refer to discussions, as needed.	Strategic Partnerships	Ongoing
Continue to improve wayfinding signage and information.	Facilities	Ongoing
Provide all members of the Public and Community Engagement team with training on how to identify, prevent, and remove accessibility barriers when planning events and engagement activities, with both the Public Advisory Council and other community partners.	Public and Community Engagement, Knowledge Translation Team	March 2027
Research opportunities for increasing accessibility, diversity, and inclusion by broadening Public Advisory Council recruitment methods and operations.	Public and Community Engagement, Knowledge Translation Team	June 2027
Research ongoing accessibility awareness and educational opportunities for ICES employees, faculty, and students and encourage and support participation where feasible.	Human Resources	Ongoing
File accessibility compliance reports based on AODA deadlines.	Human Resources	By December 31, 2026, and as required
Review the multi-year accessibility plan and status of accessibility goals annually.	Human Resources	Annually
Prepare and post annual updates describing what has been done to achieve stated accessibility goals described	Human Resources	Annually, by year-end

Accessibility Goal	Action Owner	Target Completion Date
in the multi-year accessibility plan. Make annual status updates available in alternate formats, upon request.		

Communication of the Plan

The 2026-2030 Accessibility Plan will be shared with ICES staff and the broader community. The Accessibility Plan will be available on the ICES website at <https://www.ices.on.ca/About-ICES/Accessibility> and upon request from the Human Resources Department. Every effort will be made to provide the document in alternate formats, if requested.

Contact Us

ICES
 Human Resources Department
 V1 06, 2075 Bayview Avenue, Toronto, Ontario M4N 3M5
 Phone 416-480-4055 Fax 416-480-6048
 Email human.resources@ices.on.ca