



ICES (Institute for Clinical Evaluative
Sciences)
Multi-year Accessibility Plan, 2020-2025

Message from the CEO

ICES is committed to improving accessibility and inclusion throughout the organization by identifying, removing, and preventing barriers for people with disabilities. This commitment fits well 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 by 2025. Ensuring our goods, services, and facilities are as inclusive as possible aligns with our own ICES values as well as with the *Accessibility for Ontarians with Disabilities Act (AODA)*.

The 2020-2025 Multi-year Accessibility Plan (MYAP) 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.

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.

A handwritten signature in black ink, appearing to read "Michael Schull". The signature is fluid and cursive, with the first name "Michael" and last name "Schull" clearly distinguishable.

Dr. Michael Schull
CEO

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ICES Statement of Commitment to Accessibility

ICES is committed to treating all individuals in a way that allows them to maintain their dignity and independence. ICES believes in integration, equal opportunity, access and participation for people with disabilities. We are committed to meeting the needs of persons with disabilities in a timely manner, and 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
- Integrated Accessibility Standards Policy
- Multi-Year Accessibility Plan
- Accessibility Glossary
- Notice of Temporary Disruption form
- Accessibility Feedback and Complaints form

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 April 2020
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 April 2020
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 April 2020
Training	Train all employees on accessibility requirements that apply to their job duties Train employees on accessibility policies and procedures	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 accessibility reports based on stated deadlines in the AODA	December 31, 2014, 2017 and 2020	Compliant

Accessibility Achievements Beyond AODA Compliance

In addition to meeting its AODA compliance requirements, ICES has 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.

Measures to Identify, Remove, and Prevent Barriers

Identifying Barriers

In order to meet or exceed AODA compliance requirements, 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.

2021

- Continue to improve wayfinding signage and information
- Continue to train staff to provide clear and effective wayfinding information
- Provide resources for creating accessible information and communication to all ICES content creators
- Communicate with ICES employees, faculty and students to ensure awareness of ICES accessibility policies and resources

2022

- ICES is committed to making all websites and web content accessible by April 1, 2022. This includes ensuring that all Internet websites and web content conform with WCAG 2.0 level AA (excluding live captioning and audio description) s.14, AODA.
- Increase employment and other opportunities for under-represented populations
- Work to establish and develop a diverse and inclusive ICES Accessibility Advisory Committee
- Create a Terms of Reference for an ICES Accessibility Advisory Committee
- Provide updated refresher training on Emergency and Safety procedures

Ongoing

- ICES is committed to filing an accessibility compliance report based on stated deadlines in the AODA: December 31, 2023.
- ICES is committed to preparing and posting annual updates describing what has been done to achieve AODA compliance requirements and ICES accessibility goals and achievements described in the multi-year accessibility plan.
- ICES is committed to making its annual status updates and public accessibility policies available in alternate formats, upon request.
- ICES is committed to exploring ongoing accessibility awareness and educational opportunities for its employees, faculty, and students.

Communication of the Plan

The 2020-2025 Multi-year Accessibility Plan (MYAP) will be shared with ICES staff and the broader community. The MYAP 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

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