



Canada Lands Company
Société immobilière du Canada

Canada Lands Company Multi-year Accessibility Plan, 2020-2025

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Message from the Canada Lands Company Accessibility Advisory Committee

Canada Lands Company (the “Company”) is committed to improving accessibility and inclusion by removing barriers for people with disabilities. The Company realizes that providing an accessible and inclusive environment in Ontario is a shared effort. As a community, all businesses and services must work together to make accessibility happen.

This Multi-year Accessibility Plan will serve as a roadmap for the Company to work towards becoming a more accessible and inclusive organization, aligning with the Government of Ontario’s goal of an accessible Ontario by 2025.

This Plan has been reviewed by members of the Canada Lands Company Accessibility Advisory Committee and approved by CLC management as a resource to help the Company comply with Ontario’s accessibility laws and meet our accessibility commitments and goals.

Teresa Law
Vice-President, Human Resources
Chair, CLC Accessibility Advisory Committee

Canada Lands Company Statement of Commitment to Accessibility

Canada Lands Company CLC Limited (the “Company”) is committed to treating all individuals in a way that allows them to maintain their dignity and independence. The Company believes in integration, equal opportunity, access and participation for people with disabilities and is committed to ensuring a safe, dignified, and welcoming environment for everyone. We are committed to meeting the needs of persons with disabilities in a timely manner and will do so by ensuring compliance with all applicable federal and provincial accessibility laws and by identifying, preventing and removing barriers to accessibility.

Accessibility Policies and Procedures at Canada Lands Company

For more information on Canada Lands Company accessibility services and options or to access online versions of the Accessibility Policy and Multi-year Accessibility Plan, go to <https://en.clc.ca/accessibility-options>

AODA Compliance Achievements

Canada Lands Company is committed to meeting all AODA compliance requirements and deadlines of a large (50+ employees) business or non-profit organization. This includes filing AODA accessibility compliance reports and status updates by the AODA deadlines applicable to the Company.

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>

Category	AODA Requirement	Implementation Deadline	Compliance Status as of April 2020
Customer Service Training	Provide accessible customer service training for staff to serve customers of all abilities and keep a written record of accessibility training provided	January 1, 2012	Compliant
Customer Service Feedback	Create accessible ways for people to provide feedback	January 1, 2012	Compliant
Emergency Information	Provide accessible emergency and public safety information	January 1, 2012	Compliant

Category	AODA Requirement	Implementation Deadline	Compliance Status as of April 2020
	Provide accessible emergency information to staff		
Transportation	Provide accessible transportation services	July 1, 2011	Not Applicable – Canada Lands Company does not manage or provide transportation services
Accessibility Policies	Create an accessibility policy Make the accessibility policy public	January 1, 2014	Compliant
Accessibility Plan	Create a multi-year accessibility plan to help achieve accessibility goals Make the multi-year accessibility plan public	January 1, 2014	Compliant
Self-service Kiosks	Include accessibility 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, 2014	Compliant
Accessible Websites	Ensure new websites or old websites being significantly updated are accessible	January 1, 2014	Compliant
Training	Train all employees on accessibility requirements that apply to their job duties Train all employees on accessibility policies and procedures	January 1, 2015	Compliant
Feedback	Make it easy for people with disabilities to provide feedback	January 1, 2015	Compliant

Category	AODA Requirement	Implementation Deadline	Compliance Status as of April 2020
Employment Practices	Make employment practices accessible, including how the organization hires, retains, and provides career development opportunities	January 1, 2016	Compliant
Individual Accommodation and Return-to-work Plans	Document processes for developing individual accommodation plans and return-to-work plans	January 1, 2016	Compliant
Public Information	Make public information accessible when requested	January 1, 2016	Compliant
New or Redeveloped Public Spaces	Make new or redeveloped public spaces accessible	January 1, 2017	Compliant
Accessibility Reports	File accessibility reports based on stated deadlines in the AODA	December 31, 2014, 2017	Compliant

Accessibility Achievements Beyond AODA Compliance

In addition to meeting AODA compliance requirements, Canada Lands Company has also accomplished a number of accessibility achievements. Key achievements include the following:

- The Company has established several active Accessibility committees to assist with identifying, removing, and preventing barriers to accessibility, diversity, and inclusion. Committees include:
 - Corporate Accessibility Committee – comprised of senior leaders representing Attractions, Shared Services, and Real Estate, who champion and are accountable for the overall Company mandate, the Corporate Accessibility Policy and Procedures, and any related initiatives for the Company as a whole.
 - AODA Accessibility Committee – comprised of senior leaders and employee representatives of Canada Lands Company, who champion and are accountable for compliance with the AODA and accessibility legislation, as well as Canada Lands Company accessibility initiatives, with a focus on developing and executing a strategy to remove accessibility barriers related to goods, products, and services offered by the Canada Lands Company Real Estate and Corporate sector.
- The Company has established a Diversity and Inclusion Committee, comprised of senior leaders and employee representatives, to encourage, promote, and foster a greater understanding of the importance of diversity and inclusion within the Company. The Committee’s goals are to offer support and education regarding diversity and inclusion in the workplace, to promote a positive culture, and to encourage employees to access information and resources related to working in a healthy environment and being their authentic selves within the workplace.
- The Company has consulted with an external organization, AIM for Inclusion, to review its AODA compliance status and to update or create accessibility documentation, including Canada Lands Company policies, procedures, and plans related to accessibility.
- The Company participates in Bell Let’s Talk annual activities and other mental health initiatives with its employees and local communities.
- The Company has partnered with the Canadian Centre for Diversity and Inclusion (CCDI) to develop programs, training, and ongoing education for its employees and to assist in fostering a more inclusive working environment.

Measures to Identify, Remove, and Prevent Barriers

Those responsible for accessibility actions and initiatives within various Canada Lands Company business areas, as well as Accessibility Committee members, are essential for identifying, removing, and preventing accessibility barriers.

Identifying Barriers

In order to meet or exceed AODA compliance requirements, Canada Lands Company is committed to responding to staff, volunteer, and community feedback in identifying priorities to increase accessibility and inclusion, for employees, volunteers, and the public.

Removing and Preventing Barriers

Canada Lands Company management, staff, and Accessibility Committees, with input from the disability community, have identified the following goals and actions to remove and prevent accessibility barriers at the Company over the coming years. Key Canada Lands Company contacts, identified as Action Owners in the tables below, are responsible for ensuring that AODA compliance requirements and Company-identified accessibility goals and initiatives are carried out as per legislative and Company-identified deadlines.

Policies, Procedures, and Plans

Canada Lands Company management, staff, and Accessibility Committees, with input from the disability community, are committed to maintaining and reviewing the Canada Lands Company accessibility policy and multi-year accessibility plan annually. Reviewing the documents annually will help ensure that the Company continues to work towards greater accessibility and inclusion and accomplishes its accessibility goals as planned. It also enables the organization to produce an accurate and informative annual accessibility status report, as well as AODA compliance reports when required.

In addition, any Canada Lands Company policies that present barriers to accessibility, diversity, and inclusion will be revised to remove identified barriers.

Accessibility Goal	Action Owner	Target Completion Date
Ensure that the Canada Lands Company Statement of Commitment to Accessibility is shared broadly within the Company and made available and accessible to the public	Corporate Communications	December 31, 2020
Work with respective landlords or property managers to ensure that updated emergency plans are in place and available in an accessible format for employees and members of the public	Real Estate and/or Human Resources	December 31, 2023

Accessibility Goal	Action Owner	Target Completion Date
Finalize a procedure to ensure that employees and members of the public are notified when temporary disruptions to accessible services and facilities are not available	Corporate Communications and Real Estate	June 15, 2021
Communicate a procedure to ensure that employees and members of the public are notified when temporary disruptions to accessible services and facilities are not available	Corporate Communications and Real Estate	December 31, 2021
Finalize preventative and emergency maintenance procedures for accessible services and facilities across all CLC facilities	Corporate Communications and Real Estate	December 31, 2024
Create a Terms of Reference for the CLC Corporate Accessibility Advisory Committee	Corporate and AODA Accessibility Committees	December 31, 2020
Ensure that Company procurement policies and documents (for example, RFPs) include specific accessibility requirements, where possible	Legal	June 30, 2021
Increase involvement and participation of the broader disability community in Company Accessibility Committees and initiatives, including provision of review feedback for the MYAP and annual status updates	Corporate and AODA Accessibility Committees	December 31, 2023
Increase communication with related committees within the Company (for example, Diversity and Inclusion) to ensure consistency and collaboration in goals across the Company	Human Resources	December 31, 2025
Review existing policies and procedures with an accessibility, diversity and inclusion lens and develop and implement action plans to address identified barriers	Human Resources	December 31, 2025
Create an accessibility, diversity and inclusion multi-year corporate plan	Human Resources	December 31, 2021

Accessibility Goal	Action Owner	Target Completion Date
Revise AODA policies and procedures to incorporate clear language practices wherever possible	Human Resources	December 31, 2020
Create an Intranet portal with Accessibility Resources for employee use, related to ensuring accessible information, communication, goods, services, and facilities	Corporate Communications and Human Resources	December 31, 2021
Review the multi-year accessibility plan and status of accessibility goals annually, in consultation with members of the disability community.	Human Resources and/or Company Accessibility Advisory Committees	Annually
Prepare annual accessibility status updates describing what has been done to achieve AODA compliance requirements and Canada Lands Company accessibility goals noted in the multi-year accessibility plan.	Human Resources	Annually
Update multi-year accessibility plan minimum of every five years, in consultation with members of the disability community	Human Resources and/or Company Accessibility Advisory Committees	December 31, 2025
File AODA compliance reports based on stated deadlines in the AODA	Human Resources	December 31, 2020, 2023

Training

The Company is committed to ensuring that its employees receive training on applicable federal and provincial accessibility and human rights laws (for example, in Ontario, training will be provided on the AODA and content in the *Ontario Human Rights Code* as it pertains to people with disabilities). In addition, training will be provided on Canada Lands Company accessibility policies and procedures, as soon as possible following hiring. Refresher training is provided when changes are made to accessibility legislation or Company accessibility policies and procedures.

The Company also ensures that those providing products or services on behalf of the Company or participating in development or approval of Company policies have received accessibility training similar to Company employees.

Accessibility Goal	Action Owner	Target Completion Date
Provide updated refresher training on Emergency and Safety procedures for employees	Human Resources	December 31, 2021
Ensure refresher training is provided to all employees and volunteers, including information on updated AODA and accessibility policies, procedures, plans, and resources	Human Resources	December 31, 2021
Provide AODA training for all Company Accessibility Committee members, including updated policies, procedures, and Committee Terms of Reference	Accessibility Committee Members and/or Human Resources	March 31, 2021
Provide training on creating accessible information and communication to all Canada Lands Company content creators	Human Resources and/or Corporate Communications	December 31, 2021
Raise awareness within Canada Lands Company of how to view policies, procedures, programs, and services with an accessibility, diversity and inclusion lens	Corporate Communications and/or Human Resources	December 31, 2021
Incorporate accessibility in general healthy workplace programs and training and development programs and events	Human Resources	December 31, 2025

Accessibility Goal	Action Owner	Target Completion Date
Continue to explore accessibility awareness and educational opportunities for Canada Lands Company employees and volunteers.	Human Resources	Annually

Customer Service

The Company is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. The Company is also committed to ensuring that it provides people with disabilities with integrated and equitable services and access to our goods and services in the same place and in similar way as other members of the public.

Accessibility Goal	Action Owner	Target Completion Date
Create programs and services that meet the needs of those served by Canada Lands Company	Employee Advisory Committee and/or Human Resources	December 31, 2023
Improve community engagement processes to encourage broader, more accessible, diverse and inclusive opportunities to ensure increased public involvement and satisfaction with Canada Lands Company programs, goods, services, and facilities	Corporate Communications and/or Real Estate	December 31, 2023

Information and Communication

The Company is committed to making information and communications accessible to persons with disabilities. This includes a commitment to ensuring both print and online information is accessible to employees and the public, including emergency and safety information and website content. The Company is also committed to making every effort to provide information in alternate formats requested by people with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Make all websites and web content accessible by January 1, 2021. This includes ensuring that all Internet websites and web content conform with WCAG 2.0 level AA guidelines (excluding live captioning and audio description) s.14, AODA.	Corporate Communications	June 30, 2021
Provide resources to ensure that all Canada Lands Company content creators are trained in how to create information with both accessible format (e.g., accessible Word, PowerPoint, and PDF documents) and content (e.g., clear language and appropriate terminology)	Corporate Communications	June 30, 2021
Make annual accessibility status updates public and provide this and other public accessibility documents in an alternate format, upon request.	Website posting: Corporate Communications; Alternate format: Human Resources	Annually, by December 31 of each year

Employment

The Company is committed to providing fair and accessible employment opportunities at all stages of the employment cycle. This includes ensuring accessible recruitment and selection processes, creating individualized workplace emergency response plans, and providing formal written accommodation and return to work plans. All processes involve consultation with the employee or potential employee, when requested. The Company is also committed to informing all employees of policies and procedures that support employees with disabilities.

Accessibility Goal	Action Owner	Target Completion Date
Identify and address barriers within the organization through surveys, meetings, and focus groups	Human Resources	December 31, 2023
Have a workforce broadly reflective of the community in which Canada Lands Company operates and provides goods and services	Human Resources	December 31, 2023
Attract and retain a talented workforce, including increasing employment and other opportunities for under-represented populations	Human Resources	December 31, 2023
Create partnership and internship opportunities with third-party organizations in the community	Human Resources	December 31, 2023
Ensure that employee accessibility and accommodation requests are addressed and reviewed on a regular basis, upon request by employees and during annual performance reviews	Human Resources	Ongoing, with annual reviews
Continue to ensure that employees receive AODA and accessibility training in a timely manner, including information covering general AODA knowledge, relevant <i>Ontario Human Rights Code</i> and accessibility legislation, and Canada Lands Company accessibility and related policies required for staff to perform their roles effectively and inclusively	Human Resources	Ongoing, with annual reviews

Built Environment or Design of Public Spaces

The Company is committed to ensuring, wherever possible, that newly constructed or redeveloped built environments and public spaces are designed in a way that takes into consideration the prevention or removal of barriers.

Unplanned changes to existing public spaces to meet the standard are at the Company's discretion (including emergency repairs or forced changes that were not anticipated or planned for in advance).

Accessibility Goal	Action Owner	Target Completion Date
Continue to improve wayfinding signage and information	Corporate Communications and/or Real Estate	December 31, 2023
Update RFP templates to include specific accessibility guidelines, where possible, to ensure that newly constructed or redeveloped built environments and public spaces are free of identified barriers.	Legal and/or Real Estate	December 31, 2022
Ensure community outreach for broader public consultation and involvement of diverse community members, including members of the disability community, when designing and developing built environments and public spaces.	Corporate Communications and/or Real Estate	Ongoing, with annual reviews

Communication of the Plan

The 2020-2025 Multi-year Accessibility Plan (MYAP) will be shared with Canada Lands Company staff and the broader community. The MYAP will be available on the Company website at <https://en.clc.ca/accessibility-options> and upon request from the Human Resources Manager. Every effort will be made to provide the document in alternate formats upon request.

Contact Us

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