

Cancer Care Ontario

Action Cancer Ontario

Accessibility for Ontarians with Disabilities Act Policy

Effective January 1, 2015

Policy Owner:	Legal Department
Contact:	General Counsel, CCO
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Approved By:	CCO Enterprise Services Committee (ESC)
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Accessibility for Ontarians with Disabilities Act Policy (Policy)

Background:

The *Accessibility for Ontarians with Disabilities Act, 2005* (the “*AODA*”) came into force in 2005. The purpose of the *AODA* is to permit the government to develop specific standards of accessibility (“**Accessibility Standards**”) in order to remove or prevent barriers and improve accessibility for Ontarians with disabilities by 2025. There are currently five Accessibility Standards under the *AODA*.

The *Accessibility Standards for Customer Service (“Customer Service Regulation”)* came into effect on January 1, 2008 and applied to CCO effective January 1, 2010. The *Customer Service Regulation* provides for accessibility in various aspects of customer service. All public sector organizations with more than 20 employees, including CCO, were required to comply with the *Customer Service Regulation* by January 1, 2010.

Three standards - information and communications, employment, and transportation¹ - have been combined under the *Integrated Accessibility Standards Regulation* (the “*IASR*”). This regulation came into force on July 1, 2011 and its requirements, to which CCO is subject, are being phased in between 2011 and 2025.

Purpose:

This Policy sets out the requirements and process for CCO’s compliance with (i) the *IASR* in **Part A** and (ii) the *Customer Service Regulation* in **Part B**. This Policy should be read in conjunction with the *Cancer Care Ontario Multi-Year AODA Accessibility Plan (“Accessibility Plan”)*, which outlines the specific measures taken by CCO to achieve compliance with the requirements of the *AODA*.

Commitment Statement:

CCO is guided by the core principles of the *AODA*, including dignity, independence, integration and equal opportunity, and is committed to achieving the standards outlined in the *AODA* and its regulations.

Application:

This Policy applies to all CCO Staff.

Definitions:

¹ As CCO is in the process of selling the OBSP Mammography bus, this standard does not apply to CCO.

“Accessible Formats” means formats that are an alternative to standard formats and are accessible to people with disabilities. Accessible formats may include, but are not limited to: HTML and MS Word; braille; accessible audio formats; large print; text transcripts of visual and audio information; reading written information to a person aloud directly; captioning or audio descriptions; assistive learning systems; augmentative and alternative communication methods and strategies such as the use of letter, word or picture boards, and devices that speak out messages; sign language interpretation and intervener services; repeating, clarifying, or restating information; and other formats usable by persons with disabilities.

“Assistive Device” means a device that assists users in accomplishing day-to-day functions. These include, but are not limited to, wheelchairs, hearing aids, adaptive computer technologies, ventilators, walkers, crutches and personal sound amplification devices.

“CCO” means Cancer Care Ontario.

“CCO Accessibility Committee” means the CCO committee whose task it is to establish policies, practices and procedures to ensure that CCO meets its legal requirements under the *AODA* and its regulations.

“CCO Communications” means CCO’s Communications Department.

“CCO Customer Service Documents” means all documents, policies, procedures and guidelines related to CCO’s compliance with the Customer Services Standards under the *AODA*.

“CCO Premises” means all locations open to the public in which CCO Services are provided.

“CCO Services” means all services CCO provides to members of the public as determined by the CCO Accessibility Committee.

“CCO Procurement” means CCO’s Procurement Department.

“CCO Staff” means all CCO employees, whether full or part-time, temporary or permanent, all individuals paid by, or under contract with CCO, including but not limited to consultants and independent contractors, all researchers, and any individual working for or on behalf of CCO on an unpaid basis or for nominal consideration, including, but not limited to, secondees, students, and Regulated Health Professionals (as such term is defined in the *Regulated Health Professions Act, 1991*).

“Communication Supports” means supports that individuals with disabilities may need to access information. These include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

“Communications” means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

“Disability” means:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis,

- amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
 - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d) a mental disorder, or
 - e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

“Service Animal” means any animal used by a person with a disability where one of the following is true: (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. The AODA deems it is “readily apparent” that an animal is a Service Animal when it is obvious by the animal’s appearance or by what it is doing.

“Support Person” means, in relation to a person with a disability, another person who accompanies such person in order to help with communication, mobility, personal care or medical needs or with access to goods or services. By way of example, a Support Person can be a paid personal support worker, a volunteer, a friend or a family member; he or she does not necessarily need to have special training or qualifications.

“Unconvertible” means (a) it is not technically feasible to convert the information or communication; or (b) the technology to convert the information or communications is not readily available.

Review:

This Policy shall be reviewed annually by CCO’s Legal Department. Any amendments to this Policy must be approved by CCO’s ESC.

Compliance:

Failure to follow this Policy may lead to disciplinary consequences, up to and including dismissal. Compliance with this Policy will be audited on a regular basis by CCO’s Legal Department.

Related Documents:

- *CCO Multi-Year AODA Accessibility Plan*
- *Fire Safety Plan and Emergency Evacuation Procedures*
- *Emergency Evacuation Assistance Request Form*

Part A: Integrated Accessibility Standards Regulation

1. Overview of IASR Requirements

1.1 Information and Communications Standards.

The Information and Communication Standards require that CCO create, provide and receive information and communications in ways that are accessible to people with disabilities. If CCO determines that information or communications are unconvertible, CCO shall provide the person requesting the information or communications with (a) an explanation as to why the information or communications are unconvertible, and (b) a summary of the unconvertible information or communications in a format that is accessible to the person requesting the information or communication.

1.2 Employment Standards.

The Employment Standards build upon the existing requirements under the *Human Rights Code* in relation to how to accommodate individuals with disabilities throughout the job application process and the employment relationship. They apply in respect to CCO employees and do not apply to other CCO Staff.

2. Timeline of Compliance

Date	Requirements
Jan 1, 2012	<ol style="list-style-type: none"> 1. Information & Communications <ul style="list-style-type: none"> • Emergency Information 2. Employment <ul style="list-style-type: none"> • Workplace Emergency Response Information
Jan 1, 2013	<ol style="list-style-type: none"> 1. General <ul style="list-style-type: none"> • Multi-Year Accessibility Plan • Procuring or Acquiring Goods, Services or Facilities
Jan 1, 2014	<ol style="list-style-type: none"> 1. General <ul style="list-style-type: none"> • Training 2. Information & Communications <ul style="list-style-type: none"> • Feedback • Accessible Websites and Web Content (Level A) 3. Employment <ul style="list-style-type: none"> • Recruitment • Informing Employees of Supports • Accessible Formats and Communication Supports for Employees • Individual Accommodation Plans (IAPs) • Return to Work Process • Performance Management and Career Development and Advancement
Jan 1, 2015	<ol style="list-style-type: none"> 1. Information & Communications <ul style="list-style-type: none"> • Accessible Formats and Communication Supports
Jan 1, 2021	<ol style="list-style-type: none"> 1. Information & Communications <ul style="list-style-type: none"> • Accessible Websites and Web Content (Level AA)

3. IASR Provisions implemented January 1, 2012

3.1 Emergency Information.

Emergency procedures, plans or public safety information prepared by CCO and made available to the public shall be provided in an accessible format or with appropriate

communication supports, as soon as practicable, upon request. CCO's *Fire Safety Plan and Emergency Evacuation Procedures* include a statement indicating that any part of the document is available in an alternate format upon request.

3.2 Workplace Emergency Response Information

3.2.1 Individualized Information.

CCO shall provide individualized workplace emergency response information to CCO employees who have a disability, if the disability is such that the individualized information is necessary, and if the CCO employee makes CCO aware of the need for accommodation due to the employee's disability. CCO shall provide this information as soon as practicable after becoming aware of the need for accommodation.

3.2.2 Employees Requiring Assistance.

Where a CCO employee requires assistance, CCO shall, with the consent of the employee, provide the workplace emergency response information to the person designated by CCO to provide assistance to the employee.

3.2.3 Reviewing the Workplace Emergency Response Information.

CCO shall review the individualized workplace emergency response information developed for a CCO employee when the employee moves to a different location at CCO, when the employee's overall accommodations needs or plans are reviewed, and, when CCO reviews its general emergency response policies.

4. IASR Provisions implemented January 1, 2013

4.1 Multi-Year Accessibility Plan.

CCO's Legal Department, in conjunction with the Accessibility Committee and in consultation with persons with disabilities, has developed the Accessibility Plan which outlines a phased strategy to address the current and future requirements of the *AODA*. CCO shall report annually to CCO's Enterprise Services Committee, the Executive Team, the Corporate Governance and Nominating Committee and the Board of Directors on the progress and implementation of the Plan. The Accessibility Committee will review and update the Accessibility Plan in consultation with persons with disabilities at least once every five years. The updated Accessibility Plan will be posted on an annual basis on CCO's website. Upon request, CCO shall provide a copy of the Accessibility Plan to people with disabilities in an accessible format.

4.2 Procuring or Acquiring Goods, Services or Facilities.

CCO's Procurement Department shall ensure that CCO's procurement processes are inclusive and that accessibility considerations and requirements are incorporated throughout CCO's procurement cycle, including the planning and document development stages, except where it is not practicable to do so. Where it is impracticable to incorporate accessibility into the procurement process, CCO Procurement shall provide an explanation upon request. CCO's Procurement Department shall also ensure that all

selected vendors are aware of the need to provide accessible goods and services on behalf of CCO, where practicable.

5. IASR Provisions implemented January 1, 2014

5.1 Training.

CCO shall ensure that training is provided to all CCO Staff on the requirements of the *Integrated Accessibility Standards Regulation* as set out in this Policy and on the *Human Rights Code*, as it pertains to persons with disabilities. Training shall be appropriate to the duties of CCO Staff members and shall be provided to all CCO Staff prior to January 1, 2014. CCO Staff will also receive updates when changes are made to this Policy. CCO shall maintain at its head office at 620 University Avenue a record of CCO Staff training, which shall include (i) the dates on which training is provided, (ii) a summary of the contents of the training, and (iii) the names of the individuals to whom it was provided.

5.2 Feedback.

CCO shall ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, upon request. Any individual can submit feedback to CCO either by phone (accessible via TTY) or by submitting an online “Contact Form” available on CCO’s website.

5.3 Accessible Websites and Web Content.

CCO shall ensure that its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

5.4 Recruitment.

CCO shall notify CCO employees and the public about the availability of accommodations for applicants with disabilities in the CCO recruitment process.

5.4.1 Assessment or Selection Process.

CCO shall notify job applicants, when they are individually selected to participate further in an assessment or selection process at CCO, that accommodations are available upon request in relation to the materials or processes to be used in the assessment or selection process. If a selected participant requests accommodation, CCO shall consult with the applicant and provide, or arrange for the provision of, a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.

5.4.2 Notice to Successful Applicants.

When making offers of employment, CCO shall notify the successful applicant of CCO’s policies for accommodating employees with disabilities.

5.5 Informing Employees of Supports.

CCO shall inform its employees of its policies, (and any updates) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information shall be provided to new CCO employees as soon as practicable after they begin employment.

5.6 Accessible Formats and Communication Supports for Employees.

Upon the request of an employee with a disability, CCO shall consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for information that is needed to perform the employee's job, and information that is generally available to other employees. In determining the suitability of an accessible format or communication support, CCO shall consult with the employee making the request.

5.7 Documented Individual Accommodation Plans ("IAPs").

CCO shall have in place a written process for the development of documented Individual Accommodation Plans for employees with disabilities. IAPs shall include any information regarding accessible formats and communications supports provided (if requested), individualized workplace emergency response information (if required), and shall identify any other accommodation that is to be provided to the CCO employee.

5.7.1 Process for Development of Documented IAPs.

The process for the development of documented IAPs shall include the following elements:

1. the manner in which an employee requesting accommodation can participate in the development of the IAP;
2. the means by which the employee is assessed on an individual basis;
3. the manner in which CCO can request an evaluation by an outside medical or other expert, at CCO's expense, to assist CCO in determining if and how accommodation can be achieved;
4. the manner in which the employee can request the participation of a CCO representative in the development of the IAP;
5. the steps taken to protect the privacy of the employee's personal information;
6. the frequency with which the IAP will be reviewed and updated and the manner in which it will be done;
7. if an IAP is denied, the manner in which the reasons for the denial will be provided to the employee; and
8. the means of providing the IAP in a format that takes into account the employee's accessibility needs due to disability.

5.8 Return to Work Process.

CCO shall maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process shall outline the steps CCO will take to facilitate the return to work and shall include documented IAPs as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute.

5.9 Performance Management and Career Development and Advancement.

CCO shall take into account the accessibility needs of employees with disabilities, as well as IAPs, when conducting performance management and providing career development and advancement opportunities to CCO employees.

6. IASR Provisions implemented January 1, 2015

6.1 Accessible Formats and Communication Supports (Information & Communications).

CCO shall notify the public about the availability of accessible formats and communication supports for all CCO public information within its control relating to goods, services and facilities. Upon request, CCO shall provide or arrange for the provision of accessible formats and communication supports for persons with disabilities that take into account the person's accessibility needs due to a disability, unless such information is unconvertible or subject to any privacy or confidentiality considerations. Requests for any CCO information in an accessible format shall be sent by phone, email or teletypewriter (TTY) services to CCO Communications. CCO Communications shall consult with the requestor to determine the most appropriate accessible format for the requestor, given the needs of the requestor and CCO's capabilities, and will provide the CCO information in the most appropriate accessible format to the requestor at a cost that is no more than the regular cost charged to other persons and in no more than two (2) weeks' time whenever possible. If CCO Communications determines that the CCO information or communications are unconvertible, CCO Communications shall provide the requestor with (a) an explanation as to why the information or communications are unconvertible, and (b) a summary of the unconvertible information or communications in a format that is accessible to the requestor.

7. IASR Provisions required to be implemented by January 1, 2021

7.1 Accessible Websites and Web Content.

CCO shall ensure that its internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

8. Reporting

8.1 Accessibility Report.

CCO shall file an accessibility report with the director appointed under the AODA regarding its compliance with the Accessibility Standards. CCO shall file the

accessibility reports annually or at such other times as the director may specify. All filed accessibility reports shall be made available to the public upon request.

Part B: Customer Service Regulation

1. Accessible CCO Services.

CCO will make reasonable efforts to ensure all CCO Services are made accessible to people with disabilities, and shall ensure that all CCO Customer Services Documents are consistent with the following core principles which are considered by the AODA as essential to achieving accessibility:

- a) **Dignity and Independence:** All CCO Services shall be provided in a manner that respects the dignity and independence of people with disabilities. People with disabilities shall not be forced to accept lesser service, quality or convenience as a result of their disability.
- b) **Integrated Services:** CCO shall ensure that people with disabilities are able to fully benefit from the same CCO Services, in the same place and in the same or similar manner, as other individuals. CCO shall provide CCO Services to a person with a disability in an alternate format to that which is provided to other individuals only when such alternate format is the only way in which CCO Services can be properly accessed by such person with a disability.
- c) **Equal Opportunity:** People with disabilities shall be given an equal opportunity to use and benefit from all CCO Services, and will not be required to put forward a greater effort to access, use and/or benefit from any CCO Service. As a result, additional services may be extended to people with disabilities in order to ensure that they do not need to put forward a greater effort than other individuals to access a CCO Service.

Please see the related *Accessible CCO Services Procedure* for details.

2. Accessible Communication.

The majority of the services CCO provides to the public deal with the provision of information and communication. As a result, CCO Staff will ensure to communicate with people with disabilities in a manner that takes into account an individual's disability. Consideration shall be given to the way in which individuals express, receive and process information without making any assumptions about a particular disability. CCO will provide accessible information and communications to people with disabilities in accordance with section 6.1 of Part A of this Policy.

3. Service Animals.

Any person with a disability requiring the use of a Service Animal shall be permitted to be accompanied by such Service Animal when on CCO Premises. This requirement shall not apply where a Service Animal is either excluded by law from being on any CCO Premises or if the presence of a Service Animal adversely affects the health and/or safety of others. Where a disabled person's Service Animal is excluded by law, CCO shall make reasonable efforts to provide CCO Services to such individual via alternate means. The care, custody and control of the Service Animal shall, at all times, remain with its owner and at no time shall CCO be liable for the welfare or wellbeing of the Service Animal. Please see the related *Service Animal Procedure* for details.

4. Support Persons.

Any person with a disability requiring the use of a Support Person shall be permitted to be accompanied by such Support Person when on CCO Premises. CCO shall make reasonable efforts to ensure that people with disabilities are not prevented in any way from having access to their Support Person when on CCO Premises. Please see the related *Support Person Procedure* for details.

5. Assistive Devices.

CCO shall make reasonable efforts to ensure that any Assistive Device required by a person with a disability can be used by such person when on CCO Premises.

6. Training.

CCO Staff will be trained on how to provide customer service to people with disabilities in accordance with the CCO Customer Services Training Policy. Please see the related *CCO Customer Service Training Policy* for details.

7. Notice of Temporary Service Disruption.

Public notice will be provided on CCO's website (www.cancercare.on.ca) when any CCO facility or amenity is temporarily unavailable or, in CCO's reasonable opinion, is expected to become temporary unavailable. Such public notice might relate to facility renovations or repairs on CCO Premises, including maintenance of elevators or accessible washrooms. Please see the *Temporary Service Disruption Procedure* for details.

8. Feedback.

CCO shall ensure that individuals are able to provide feedback concerning the accessibility of CCO Services. CCO will accept feedback via an online "Contact Form" available on CCO's website (www.cancercare.on.ca). Please see the related *CCO Feedback Procedure* for details on CCO's feedback process.

9. Documentation.

CCO shall make available all CCO Customer Service Documents upon request. Notice of the availability of CCO Customer Service Documents shall be provided on CCO's website (www.cancercare.on.ca), and such documents will also be made available in alternate formats upon request.

AODA Procedures:

Accessible CCO Services Procedure

CCO will ensure that all CCO Services are made accessible to persons with disabilities in the following ways:

- 1) **CCO publically available information** - All CCO publically available information and correspondence to the public shall include the following statement:

Cancer Care Ontario (CCO) is an organization committed to ensuring accessible services and communications to individuals with disabilities. To receive any part of this document in an alternate format, please contact CCO's Communications Department at: 1-855-460-2647, TTY (416) 217-1815, or publicaffairs@cancercare.on.ca.

- 2) **Procurement** – When procuring goods and services that will be provided to the public, CCO shall ensure that all procurement documents specify that the successful vendor(s) shall provide its goods or services in accordance with the customer service standards as set out in the AODA. The evaluation process shall provide for the evaluation of proposals in respect of the customer service standards, where applicable.

- 3) **Meetings and Public Events** – CCO shall ensure that all meetings and events open to members of the public are made accessible. All initial correspondence and meeting or event requests/invitations shall include the following statement:

Cancer Care Ontario (CCO) is an organization committed to ensuring accessible services and communications to individuals with disabilities. To receive any part of this document in an alternate format, please contact CCO's Communications Department at: 1-855-460-2647, TTY (416) 217-1815, or publicaffairs@cancercare.on.ca.

Service Animal Procedure

- 1) CCO Staff will permit people with disabilities to be accompanied by a Service Animal in all areas that are open to the public or other third parties, except where otherwise excluded by law. Generally, the only situation in which a Service Animal is excluded by law is a situation in which food is prepared, stored or sold (see the regulations under the *Health Protection and Promotion Act, 1990* and the *Food Safety and Quality Act, 2001*) and in situations where the presence of a Service Animal may endanger the health and safety of another person.
- 2) In the rare situation where another person's health and safety could seriously be impacted by the presence of a Service Animal on CCO Premises, CCO shall endeavor to analyze all options and provide alternative measures to the person in need of a Service Animal in order to enable him/her to obtain, use and fully benefit from CCO Services while also taking into consideration the impact the presence of a Service Animal would have on the other individual.
- 3) Alternative measures in (b) could include, but are not limited to: leaving the Service Animal in a secured area where it is permitted by law or offering to serve the person with a disability in another area where such Service Animal is permitted. In a situation where it is necessary to leave the Service Animal in a secured location where such animal is

permitted by law, CCO shall ensure that the person with a disability is provided with appropriate assistance, should they so require, during such time as they are separated from their Service Animal.

- 4) If there is any doubt about whether a Service Animal ought to be excluded by law from CCO Premises, please contact CCO's Legal Department.
- 5) CCO Staff has the right to make a determination as to whether an animal is a "Service Animal" based on the definition provided herein. Where an animal is not a trained guide dog and it is not readily apparent to an average, informed person that the animal is a Service Animal, CCO Staff shall have the right to ask the person using the Service Animal for a letter from a doctor or a nurse explaining that the animal is needed because of a disability. The letter does not need to identify the disability, why the animal is needed or how it is used.

Support Person Procedure

- 1) A person with a disability who is accompanied by a Support Person will be allowed to enter any CCO Premises with his or her Support Person.
- 2) At no time will a person with a disability who is accompanied by a Support Person be prevented from having access to his or her Support Person while on CCO Premises.
- 3) CCO may, in certain circumstances, require that a person with a disability be accompanied by a Support Person when on CCO Premises. CCO may require the above only when CCO deems, in its reasonable opinion and after consultation with the person with a disability, that requiring a Support Person to accompany the person with a disability is the only means available to allow the person with a disability to be on CCO Premises and, at the same time, fulfill CCO's obligations to protect the health or safety of the person with a disability or the health or safety of others.
- 4) If there is any doubt about whether a Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others, please contact CCO's Accessibility Committee.
- 5) In certain situations, confidential information related to a person with a disability may need to be disclosed while a Support Person is present. Before disclosing any confidential information concerning a person with a disability in the presence of a Support Person, CCO Staff shall first seek the consent from the person with disability to such disclosure. If such consent cannot be received, CCO Staff has the right to request that the Support Person sign a confidentiality agreement in order to protect the confidentiality of the person with a disability.

CCO Customer Services Training Procedure

- 1) CCO Staff shall receive training on the *AODA's* customer service standards. Such training will be tailored to each CCO Staff member's particular requirements and his or her level of interaction with the public.

- 2) CCO shall ensure that any contracted employees, third party employees, and any others who provide services to the public on behalf of CCO shall also be trained pursuant to the customer service standards as set out in the *AODA*.
- 3) Training for new CCO Staff will be provided as soon as practicable after CCO Staff commence their duties. Training for existing CCO Staff will be provided prior to January 1, 2010. Training will be provided on an ongoing basis in connection with any changes to CCO Customer Service Documents or any changes in the *AODA*'s customer service standards.
- 4) CCO shall maintain at its head office at 620 University Avenue a record of CCO Staff training, which shall include (i) the dates on which training is provided to CCO Staff, (ii) a summary of the contents of the training, and (iii) the names of all CCO Staff who received the training.

The CCO Customer Services Training module shall contain the following mandatory sections:

- A review of the purpose of the *AODA* and the requirements of the *AODA*'s customer service standards;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or who require the assistance of a Service Animal or a Support Person;
- How to use any equipment made available by CCO to help people with disabilities access CCO Services;
- What to do if a person with a disability is having difficulty accessing CCO Services; and
- How to ensure that all CCO Services are accessible to people with disabilities and provided in a manner that promotes dignity, independence, integration and equality of opportunity.

Temporary Service Disruption Procedure

- 1) CCO shall provide a public notice via its website (www.cancercare.on.ca) for the disruption of any system, amenity or facility that a person with a disability must use in order for them to access CCO Premises (“**Notice**”). Systems, amenities or facilities that a person with a disability may rely on include, but are not limited to, escalators, elevators, ramps, or accessible washrooms.
- 2) If CCO knows of such disruption ahead of time, CCO shall provide Notice a reasonable time in advance of CCO becoming aware of such disruption. If the disruption occurs unexpectedly, CCO shall provide Notice as soon as practicable after CCO becomes aware of such disruption.
- 3) Large disruptions or disruptions that impact a large portion of CCO Premises, such as a power outage or labour dispute, shall not require Notice under this section.
- 4) The following information shall be included in the Notice:

- a) The reason for the disruption;
- b) A reasonable estimate of how long the disruption will last; and
- c) Any existing alternative systems, amenities or facility that would allow people with disabilities to access CCO Premises during the disruption, if applicable.

CCO Feedback Procedure

- 1) Any individual has the opportunity to submit feedback regarding CCO's provision of accessible customer service by filling out an online "Contact Form" available on CCO's website (www.cancercare.on.ca).
- 2) Once a Contact Form is received, Communications shall work with CCO's Accessibility Committee to review it and prepare a written reply, if requested. CCO shall endeavor to provide written replies within two (2) weeks of CCO's receipt of the feedback.
- 3) If the feedback is in the form of a complaint surrounding the provision of CCO Services, the complaint will be reviewed by the CCO Accessibility Committee who shall take appropriate measures, as needed, to address the complaint.
- 4) CCO shall retain all feedback as part of its records and shall ensure that appropriate follow-up measures and actions are taken in response to each Contact Form, as applicable.

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