



Multi-Year Accessibility Plan

Purpose

This Multi-Year Accessibility Plan (2014-2021) is accompanied by Cambium's *Accessible Customer Service Policy* and has been prepared in accordance of the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves. This plan is a framework of Cambium's strategy and assurance to remove barriers and increase accessibility for clients and customers of Cambium's services. This document will be updated once every five years and accordingly as Cambium's accessibility policies and procedures continue to grow.

All goods and services provided by Cambium shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- a) Cambium's Multi-Year Accessibility Plan applies to the provision of goods and services at premises owned and operated by Cambium
- b) Cambium's Multi-Year Accessibility Plan also applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Cambium, including when the provision of goods and services occurs off the premises of Cambium such as in: delivery services, call centers, vendors, drivers, catering and third party marketing agencies.
- c) Cambium's Multi-Year Accessibility Plan also applies to all persons who participate in the development of the Cambium's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Statement of Commitment

- a) Cambium is committed to treating all people with disabilities in such a manner that takes into accordance the principles of dignity, independence, integration and equal opportunity.
- b) Cambium commits to providing its goods and services in various accessible formats to all clients and customers with varying disabilities.
- c) Cambium is committed to ensuring that all accessibility requirements regarding the *Accessibility for Ontarians with Disabilities Act* are consistently met and barriers posed to our customers and clients with disabilities are prevented and/ or removed.
- d) Cambium commits to consistently seek ways of increasing accessibility wherever possible and to meet the needs of its customers with disabilities in a timely manner.



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Accessible Emergency Information

- a) Cambium commits and ensures that publicly available emergency information will be provided to its clients and customers in accessible format upon request. Individualized emergency response plan information will also be provided employees with disabilities when necessary.
- b) Cambium will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs. Alternative options include but are not limited to:
 - Enlarged text;
 - Communication support either in person or over the phone;
 - Documents provided via email.

If requested, and upon approval by the individual, the individual Emergency Response shall be shared with the person designated to provide assistance to the individual.

Accessibility Training

- a) Cambium will provide online accessibility training to all employees, volunteers, and other associated staff members or persons. Such online training will pertain to Ontario's Accessibility laws and on the Human Rights code as it relates to people with disabilities. Cambium will provide online training to all current employees by January 1st, 2015 and ensures that all new and future employees will be also be provided with proper accessibility training that pertains to Ontario's Accessibility laws and on the Human Rights code as it relates to people with disabilities within 30 days of hire.
- b) Any additional persons who represent Cambium on their behalf will receive online accessibility training relevant to *Accessibility Standards for Customer Service, Ontario Regulation 429/07* and the requirements set forth by the *Accessibility for Ontarians with Disabilities Act, 2005*.
- c) All policies, practices and procedures will be developed in accordance with *Accessibility Standards for Customer Service, Ontario Regulation 429/07* and the requirements set forth by the *Accessibility for Ontarians with Disabilities Act, 2005*. Cambium, Inc. ensures that all staff involved in developing such polices, practices and procedures will be given proper accessibility training.
- d) A training record regarding all Cambium employees who have completed the online accessibility training will be kept and updated on a continuous basis. This record will include: the date the training was provided, whom it was provided to, and the total number of employees who have received training.
- e) A list of content that will be provided throughout Cambium's accessibility training sessions can be found under the "Training Provisions" section of our *Accessible Customer Service Policy*. Such training will be reviewed and updated on an on-going basis in order to comply with any revisions regarding practices, polices and legislation pertaining to accessibility standards.



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- a) Should Cambium acquire self-service kiosks, we ensure that the needs of those with disabilities will be taken into consideration when developing, designing, acquiring or procuring such self-service kiosks. Areas in which Cambium will implement self-service kiosks will be identified firsthand, and such areas will be evaluated in conjunction with the vendors and suppliers of our chosen kiosks to ensure that the proper accessibility features (mechanical, structural, path of entry/access, etc.) have been included in the comprehensive design and location of all kiosks acquired by Cambium.

Information and Communications

- a) Cambium ensures that all forms of information and communications, such as the *Cambium, Inc. Multi-Year Accessibility Plan*, will be provided to persons with disabilities in a suitable accessible format. The *Cambium, Inc. Multi-Year Accessibility Plan* will be posted on the Cambium website with revisions made as needed and accordingly. Cambium will continue to work with all future, and potential, customers, clients, all persons with disabilities to ensure all information and communications continue to be provided in accessible format based upon the needs of the individual.
- b) Cambium will take the required steps to ensure that the current Cambium Website, and all current and future webpages and online content owned by Cambium, will conform to WCAG 2.0, Level AA guidelines by January 2021. Cambium will take the following steps to ensure our compliance is met by January 2021.
 - Review all current web content's accessibility features, consult with chosen web developers to see what revisions are needed to meet compliance; and
 - Work with our chosen web developers to ensure all accessibility standards related to WCAG 2.0 Level AA are in place by January, 2021.
- c) Cambium will take the following steps to make certain all current forms of feedback processes are accessible to persons with disabilities upon request by January, 2015.
 - Review all current forms of feedback available to the public;
 - Assess all communications methods for potential barriers and revise to remove such barriers as needed;
 - Ensure that accessibility standards, and the varying needs of all persons with disabilities, are taken into account and in place with all current forms of communications and feedback processes; and
 - Ensure that such standards and needs are taken into account, and in place, with all future forms of communication and feedback processes.
- d) Cambium will make certain that all forms of publicly available information is available in accessible format when requested by January, 2016.
 - Review all current information available to the public;
 - Assess all current publicly available information for potential barriers and revise to remove such barriers as needed;



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- Ensure that accessibility standards, and the varying needs of all persons with disabilities, are taken into account and in place with all current publicly available information; and
 - Ensure that such standards and needs are taken into account, and in place, with all future publicly available information.
- e) Cambium shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available by email and/or on the website. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written, delivered, website or email), will be available upon request.

Submitting Feedback:

Customers can submit feedback to:

Karen Mann, Administration Manager
PO Box 325
52 Hunter St. E.
Peterborough, ON K9H 1G5

(705) 742-7900, ext. 200

Email: hr@cambium-inc.com

Website: www.cambium-inc.com

Customers who wish to provide feedback by completing an onsite customer feedback form or verbally can do so to Sarah Ford, Administrative Assistant or Karen Mann, Administration Manager. Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Employment

- a) Cambium is devoted to accessible and equitable employment practices and procedures. Cambium ensures that all steps to properly accommodate persons with disabilities will be undertaken, in a suitable accessible format, when requested.
- b) Cambium will make certain that all current, and future, employees are properly accommodated with all work-related duties in order to ensure accessibility and remove barriers for all persons with disabilities.
- c) Cambium will make certain that all persons with disabilities are properly accommodated throughout all recruitment and assessment processes and when hired. In order to ensure that such accommodation is in place, Cambium will assess all current recruitment and assessment policies to make certain that the required accessibility standards have been properly integrated. Cambium will ensure that such standards in place with all future documents and will revise such documents as needed and accordingly.



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- d) Cambium will make certain that all current, and future, individual accommodation plans and return-to-work policies for employees that have been absent due to a disability are developed, and revised as needed, to ensure that the required accessibility standards have been properly integrated.
- e) Cambium will make certain that all current, and future, individual performance management, career development and redeployment processes are developed, and revised as needed, to ensure that the required accessibility standards have been properly integrated for the needs of all current, and future, employees with disabilities.
- f) Cambium will take the required steps to remove, and prevent, any additional barriers regarding employment that are faced by all current, and future employees with disabilities.

Design of Public Spaces

- a) Should Cambium partake in the design, or modification, of current public spaces, we will make certain that the requirements of the *Accessibility Standards for the Design of Public Spaces* are taken into account, and met, during the design and development process. Such public spaces can include, but are not limited to: trails, bike paths, outdoor eating areas, sidewalks, ramps, rest areas, parking spaces, lounge and waiting areas, boardrooms, office spaces, and washroom/restroom areas.
- b) Cambium will take all possible measures, and develop procedures, to prevent service disruptions its accessible parts of its public spaces. Should a service disruption occur, Cambium will notify the public of such a disruption and the alternatives available.

For More Information

For additional inquires, more information regarding Cambium's *Multi-Year Accessibility Plan*, and accessible formats of this, and additional documents, available free charge, please contact:

Karen Mann, Administration Manager

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