



CWB Group Multi-Year Accessibility Plan (2025–2030)

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1. Introduction

The CWB Group’s 2025–2030 Multi-Year Accessibility Plan outlines our strategic approach to advancing accessibility and fostering inclusive environments for individuals with disabilities. In alignment with the Accessibility for Ontarians with Disabilities Act (AODA) and other relevant provincial and national standards, this plan sets out key actions and policies aimed at identifying, removing, and preventing barriers. The plan will be reviewed and updated at least once every five years to ensure continued compliance and improvement.

2. Statement of Commitment

CWB Group is committed to creating a workplace and service environment where everyone is treated with dignity, respect, and independence. We strive to ensure equal opportunities by proactively removing accessibility barriers and meeting the diverse needs of individuals with disabilities in a timely and effective manner, in accordance with AODA and related accessibility standards across Canada.



3. Accessible Emergency Information

We are committed to providing publicly available emergency information in accessible formats upon request. Additionally, employees with disabilities will be provided with individualized emergency response information, when required.

4. Accessibility Training

CWB Group ensures that all employees, volunteers, and applicable personnel receive training on accessibility laws, including the Human Rights Code as it relates to people with disabilities. Training is tailored to each individual's role and responsibilities and includes:

- The purpose and key principles of the AODA and relevant Canadian provincial standards
- An overview of the Customer Service Standard
- CWB Group's accessible customer service policies
- Effective interaction with individuals with various types of disabilities
- Communication strategies for supporting individuals using assistive devices, service animals, or support persons
- Procedures to follow if a person with a disability encounters barriers when accessing CWB Group services

5. Information and Communications

CWB Group is committed to ensuring effective communication and information access for all individuals, including those with disabilities. We will consult with individuals to understand their specific communication needs and provide appropriate accommodations.

Accessible Websites and Web Content

Our websites and all web content will conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

6. Accessible Public Spaces

CWB Group is dedicated to maintaining safe, accessible public spaces in and around our offices. To address any accessibility disruptions, we have both formal and informal notification processes in place:

Formal Notifications:

For planned disruptions to features such as ramps, accessible washrooms, or designated seating, advance notice will be provided to affected individuals via phone or email. Communications will



outline the nature of the disruption, available alternatives, and options for requesting accommodations.

Informal Notifications:

In the event of unexpected disruptions due to emergencies or maintenance, physical signage and digital updates (e.g., website or email) will be used to notify impacted individuals. Notices will explain the reason for the disruption, expected duration, and any available alternatives.

These procedures will be provided to the relevant CWB division responsible for the impacted client, who will be accountable for informing the client of the disruption and any associated accommodations.

7. Feedback Process

CWB Group values feedback and ensures that our feedback mechanisms are accessible to individuals with disabilities. Upon request, we will provide or arrange for accessible formats and communication supports.

Contact Us:

- Phone: 1-800-844-6790
- Email: accessibility@cwbgroup.org
- Mail:
Client Services - Accessibility
8260 Park Hill Drive
Milton, ON L9T 5V7

8. Accessible Formats and Communication Supports

Upon request, we will provide or arrange for accessible formats and communication supports in a timely manner that considers an individual's disability-related needs.

9. Employment

Recruitment

We will notify both employees and the public about accommodation availability for applicants with disabilities throughout the recruitment process.

Assessment and Selection

When an applicant is selected for an assessment or interview, they will be informed that accommodations are available upon request for the materials or process involved.

Offers of Employment

Successful candidates will be informed of our policies for accommodating employees with disabilities.



Informing Employees of Supports

We will continue to notify all employees about policies that support individuals with disabilities, including job accommodation procedures. This information is also provided to new hires as soon as possible after their start date.

Accessible Formats for Employees

Upon request, we will work with employees to provide accessible formats, and communication supports for job-related information and workplace communications.

10. Workplace Emergency Response Information

Individualized emergency response information will be developed for employees with disabilities, where necessary. With the employee's consent, designated individuals will be informed of their specific needs to ensure safe and effective emergency assistance.

11. Individual Accommodation Plans

CWB Group maintains a documented process for creating individual accommodation plans for employees with disabilities. These plans may include:

- Accessible formats and communication supports
- Individualized emergency response information
- Other relevant accommodations as required

12. Return-to-Work Process

We have a documented return-to-work process for employees who have been absent due to disability and require accommodation. This process includes steps to support a safe and productive return, incorporating individual accommodation plans.

13. Performance Management, Career Development & Redeployment

We take into account the accessibility needs of employees with disabilities, as well as their accommodation plans, when managing performance, offering career development opportunities, or considering redeployment.

14. Design of Public Spaces

CWB Group is committed to meeting the Accessibility Standards for the Design of Public Spaces during new construction or significant renovations. This includes accessible:

- Training facilities and hands-on learning spaces



- Off-street parking areas
- Service-related elements, such as counters, queuing lines, and waiting areas

15. Contact Information

For more information about this Accessibility Plan or to request an accessible version of the document, please contact:

- Email: accessibility@cwbgroup.org
- Phone: 1-800-844-6790
- Mail:
Client Services - Accessibility
8260 Park Hill Drive
Milton, ON L9T 5V7

Accessible formats of this plan are available at no cost upon request.