

Multi-Year Accessibility Plan

PURPOSE

This 2021-2026 accessibility plan outlines the commitments and actions that Canadian Blood Services has put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

Canadian Blood Services is committed to treating people in a way that allows them to maintain their dignity and independence. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by identifying, preventing and removing barriers to accessibility.

DEFINITION

For purposes of this 2021-2026 accessibility plan, the term “customer” means any third party to whom Canadian Blood Services provides goods and services.

TRAINING

Canadian Blood Services is committed to providing training to all employees and volunteers, and as applicable, contractors and agents of the organization on any relevant statutory accessibility standards and on provincial human rights legislation as it pertains to persons with disabilities.

Actions:

- Canadian Blood Services ensures that the training provided is appropriate to the job duties performed;
- Training is provided as soon as practicable and new employees are trained upon commencement of employment; and
- Training is updated as required.

INFORMATION AND COMMUNICATIONS

Canadian Blood Services is committed to meeting the communication needs of its customers with disabilities.

i. Accessible Formats and Communication Supports

Upon request and in a timely manner, Canadian Blood Services provides, or arranges for the provision of, accessible formats and communications supports to its customers.

If Canadian Blood Services determines that information or communications are unconvertible, then the organization will provide the person requesting the information with an explanation as to why the information is unconvertible as well as a summary of the information requested.

Action:

- The organization will consult with the customer making a request for accessible formats or communications supports in order to determine a suitable format or method of communication.

ii. Feedback

Canadian Blood Services ensures that its process for receiving and responding to customer feedback is accessible.

Action:

- Canadian Blood Services maintains a feedback process that is accessible, and provides, or arranges for the provision of, accessible formats and communications supports, upon request.

iii. Accessible Websites and Web Content

Where practicable, Canadian Blood Services' Internet websites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (the "WCAG").

Actions:

- Canadian Blood Services ensures that **new** Internet websites are developed in accordance with the WCAG 2.0 Level A.
- **All** of the organization's websites and web content conform to the WCAG 2.0 Level AA other than
 - success criteria 1.2.4 Captions (Live)
 - success criteria 1.2.5 Audio Descriptions (Pre-recorded).

EMPLOYMENT STANDARDS

Canadian Blood Services is committed to fair and accessible employment practices.

i. Recruitment and Selection Process

Canadian Blood Services notifies its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment and selection processes.

Actions:

- When job applicants are individually selected to participate in the recruitment and selection process, Canadian Blood Services notifies them that accommodations in relation to the materials or processes to be used, are available upon request.
- Applicants requesting accommodation are consulted about their accommodation needs and appropriate accommodation provided; and

- When making offers of employment, Canadian Blood Services notifies successful applicants about its policies for accommodating employees with disabilities.

ii. Informing Employees of Supports

Canadian Blood Services informs its employees of organizational policies used to support its employees with disabilities, including job accommodation policies, and changes to these policies.

Upon request from an employee, Canadian Blood Services will provide accommodation supports, including accessible formats and communication supports, needed for the employee to perform their job as well as for information that is generally available to employees in the workplace.

Actions:

- Employees are informed about these accommodation policies and any changes to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability;
- Information concerning accommodation policies is provided to new employees as soon as practicable; and
- Canadian Blood Services will continue to respond to individual accommodation requests by consulting with the employee making the request to determine a suitable format or communication support.

iii. Workplace Emergency Response Information

If Canadian Blood Services is or becomes aware that an employee needs accommodation with respect to workplace emergency procedures, individualized workplace emergency response information, if necessary, is provided to the employee as soon as practicable. With the employee's consent, Canadian Blood Services will provide the workplace emergency response information to appropriate persons to help the employee in an emergency situation.

Actions:

- If individualized information is necessary and if the organization is aware of the need for accommodation, Canadian Blood Services will consult with employees requiring accommodation to prepare and provide them with individualized workplace emergency response information; and
- Individualized workplace emergency response information will be updated when an employee moves to a different location, when overall accommodation needs are reviewed or when the organization's general emergency response policies are reviewed.

iv. Documented Individual Accommodation Plans

Canadian Blood Services maintains a written process for the development of documented individual accommodation plans for employees with disabilities.

Actions:

- The elements of the process relating to individual accommodation plans include:
 - The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
 - The means by which an employee is assessed on an individual basis;
 - The manner in which Canadian Blood Services can request an evaluation by an outside medical expert or other expert, at the organization's expense, to assist the organization in determining if accommodation can be achieved and, if so, how accommodation can be achieved;
 - The manner in which an employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or a representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan; and
 - The manner in which the reasons for the denial will be provided to an employee, where an individual accommodation plan is denied.

v. Return to Work Process

Canadian Blood Services maintains a 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.

Action:

- The return to work process outlines the steps that the organization will take to facilitate the return to work of employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work, and includes consideration of documented individual accommodation plans as part of the process.

vi. Performance Management, Career Development and Advancement, and Redeployment

Canadian Blood Services takes into account the accessibility needs and any individual accommodation plans of its employees with disabilities, when conducting performance management, when providing career development and advancement to employees with disabilities, or when engaging in the redeployment of employees with disabilities as an alternative to lay-off.

Action:

- Canadian Blood Services ensures that managers are aware of their responsibility to take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management in respect of employees with disabilities, when providing career development and advancement to employees with disabilities, or when redeploying employees with disabilities to other positions within the organization.

REVIEW

This multi-year accessibility plan will be reviewed and updated, as required, every five (5) years.

Timeframe: Next review will be completed by August 9, 2026.

CONTACT

This multi-year accessibility plan may be provided in an alternative format upon request to:

By email: corporateinformation@blood.ca

By phone: 1-877-262-9191