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## Multi-Year Accessibility Plan

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### INTRODUCTION & STATEMENT OF COMMITMENT

CIMS is committed to make every reasonable effort to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity. By developing, implementing, and maintaining this commitment and strategy, CIMS will do so by preventing and removing barriers to accessibility in employment, and to encourage the full inclusion of persons with disabilities at CIMS.

The Multi-Year Accessibility Plan<sup>1</sup> outlines the policies, achievements, and actions that CIMS has taken and the work underway to improve opportunities for people with disabilities. The current plan covers a five-year period (2021-2026) to align with our strategic plan and meets accessibility requirement under the *Accessibility for Ontarians with Disabilities Act*.

### ACCESSIBLE FORMAT

This Multi-Year Accessibility Plan is available in an accessible format upon request.

### STANDARDS OF ACCESSIBILITY UNDER AODA:

#### I. GENERAL REQUIREMENTS

##### i. Accessible Emergency Information

CIMS is committed to providing clients with publicly available emergency information, plans or public safety information in an accessible way upon request. This information will also be available to the public.

CIMS will provide employees with disabilities with individualized emergency response information when necessary, and as soon as practically possible. If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent the workplace emergency response information will be given to the designated employee.

CIMS has created a process for documenting issues of accessibility and recording and providing accommodation for individualized accessible emergency response information. March of Dimes Canada will continue to review the individualized workplace emergency response plans when necessary (ex. the location of the employee changes and/or there is a change in disability).

##### ii. Accessibility Policies & Plans

CIMS has developed, implemented and maintained a multi-year plan that outlines strategies and actions to identify, prevent and remove barriers for people with disabilities.

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<sup>1</sup> CIMS reserves the right to interpret the Multi-Year Accessibility Plan in its sole discretion and to make changes as it deems appropriate from time to time without advance notice.

- The Integrated Accessibility Standard Regulation (IASR) is incorporated into Employee Handbooks. Our policy requires this handbook must be read, reviewed, and acknowledged by every employee upon hire.

### iii. Training

CIMS has provided training to employees and its subcontractors as may be required, on accessibility in employment and human rights as they pertain to persons with disabilities. In particular, CIMS currently provides training to all employees and other persons regarding respect in the workplace, including anti-discrimination and anti-harassment.

CIMS has taken the following steps to ensure employees are provided with the training needed to meet current standards & legislation:

- Provide training resources in an accessible format that takes into account the accessibility needs of a person with a disability.
- Ensure new employees and subcontractors complete training prior to employment.
- Keep and maintain a database of the training participant's name and dates of completion.

## II. CUSTOMER SERVICE STANDARD

CIMS use responsible effort to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- CIMS employees, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability

## III. INFORMATION AND COMMUNICATION STANDARD

CIMS is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs. We want to achieve the most effective and efficient access to information for all users.

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*CIMS Limited Partnership, 1610 Industrial Avenue, Port Coquitlam BC V3C 6N3*

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#### IV. EMPLOYMENT STANDARDS

##### i. Recruitment

CIMS is committed to ensuring that reasonable accommodations are made available to persons with disabilities during the recruitment, assessment and selection processes and, in consultation with job applicants, provides reasonable accommodations upon request. In particular, CIMS:

- notifies job applicants about the availability of accommodations during the recruitment, assessment and selection processes;
- consults with job applicants to ensure reasonable accommodations are provided, taking into account individual accessibility needs; and
- notifies successful job applicants about its policies for supporting employees with disabilities (including policies for accommodating employees with disabilities).

CIMS will continue to ensure that reasonable accommodations are made available to persons with disabilities during the recruitment, assessment and selection processes on an ongoing basis.

##### ii. Employment

CIMS is committed to ensuring that reasonable accommodations are made available to employees with disabilities throughout the employment relationship. In particular, CIMS:

- informs employees of its policies for supporting employees with disabilities (including policies for accommodating employees with disabilities) as soon as practicable after commencing employment;
- notifies employees of any changes to existing policies for supporting employees with disabilities (including policies for accommodating employees with disabilities);
- provides accessible formats and/or communication supports to employees, upon request;
- consults with employees to determine the suitability of an accessible format and/or communication support;
- provides individualized workplace emergency response information to employees (or to any person designated to provide assistance to an employee) if necessary, and reviews this information as required;
- develops and documents individual accommodation plans for employees with disabilities;
- develops return to work processes for employees who have been absent from work due to disability, and require reasonable accommodations to return to work; and

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- considers the accessibility needs of employees with disabilities, and any individual accommodation plans, throughout the performance management, career development and advancement, and redeployment processes.

CIMS regularly reviews its return to work and accommodation processes to ensure the development and documentation of individual accommodation plans for employees on an ongoing basis.

#### **V. DESIGN OF PUBLIC SPACES**

CIMS will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

CIMS will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

#### **COMPANY CONTACT**

For more information on this accessibility plan, please contact:

##### **CIMS LP**

##### ***Human Resources***

1610 Industrial Avenue  
Port Coquitlam, BC V3C 6N3

**Phone:** (604) 472-4300

**Toll Free:** 1-800-715-4041 (North America)

**Email:** [edi@cimsltd.com](mailto:edi@cimsltd.com)

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