



MULTI-YEAR ACCESSIBILITY PLAN

Cando strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Our accessibility plan is reviewed and updated at least once every 5 years.

Customer Service

Cando is committed to providing accessible customer service to people with disabilities. This means that we provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. More information on how we serve people with disabilities is in our Accessibility Policy.

Information and Communications

Cando is committed to making our information and communications accessible to people with disabilities.

We provide information in an alternative format upon request.

The Cando website has been upgraded to meet the specifications of WCAG 2.0 Level AA.

Employment

Cando is committed to fair and accessible employment practices.

When recruiting new employees; we welcome and encourage applications from people with disabilities.

We let them know that accommodations are available upon request. We also keep interviewing formats flexible in order to accommodate a range of disabilities.

Cando has an Individualized Accommodation Plan Policy for employees requiring accommodations. We will be offering an individualized emergency response plan to any employee who may need it if we are aware of the need.

Training

Cando is committed to providing training in the requirements of provincial accessibility laws and Human Rights legislation as it applies to people with disabilities.

Accessibility training is included in the onboarding process for all new hires in Ontario, Manitoba and Nova Scotia.

Cando will keep working on meeting all legislative requirements and making our communities barrier-free for people with disabilities.