



**EMBRACING THE PRINCIPLES, DIGNITY, INDEPENDENCE,
INTEGRATION AND EQUAL OPPORTUNITY TO SERVE AND
ACCOMMODATE OUR GUESTS WITH DISABILITIES AND CREATE
AN INCLUSIVE AND ACCESSIBLE WORKPLACE FOR OUR ASSOCIATES**



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Introduction

CARA Operations Limited has prepared and continues to maintain a multi-year accessibility plan which highlights the deliverables and activities that have been worked on and will continue to be worked on to prevent and remove barriers to accessibility. CARA recognizes that the AODA obligations are far-reaching, with varying levels of responsibility across the business, which is why CARA continues to take a strategic approach.

Statement of Commitment

CARA is committed to making the organization more accessible by identifying, removing and preventing barriers to promote the rights of all individuals and to build and create an inclusive and accessible working environment, in accordance with the provisions of the Ontario Human Rights Code (the “Code”) and the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”). CARA supports the intent of the AODA and its goal of achieving accessibility for Ontarians with disabilities with respect to Customer Service, Information and Communications, and Employment.

CARA is committed to ensuring accessibility for all Guests with disabilities by identifying, removing and preventing the barriers that might interfere with their ability to obtain goods and services provided by CARA. CARA strives at all times to provide its goods and services to Guests in a way that respects the dignity and independence of individuals with disabilities and is committed to giving them the same opportunity to benefit from our services in a similar way as other Guests. CARA strives to ensure that every Guest receives equitable treatment with respect to goods and services, without discrimination, and receives the accommodation where required. CARA is also strongly committed to ensuring that all their Associates receive equitable treatment with respect to employment and services, without discrimination, and receive accommodation where required, in a timely manner.

CARA’s Strategic Road Map

CARA’s multi-year accessibility plan is a road map that describes the steps taken to make Cara a more accessible organization. This Plan documents our approach to building an inclusive CARA for our Guests and Associates by outlining the actions that CARA has taken and will continue to take to improve opportunities for all. The multi-year plan and applicable policies applies to all individuals entitled to the protections set out in the AODA and its Regulations. The multi-year plan is a fluid document and will be reviewed at least once every five years as part of our commitment to accessibility.



Multi Year Accessibility Plan - Accomplishments to date

- √ CARA's Accessibility Policy – June 1, 2011
- √ Serving Guests with Disabilities Training – e-learning designed and delivered to all CARA Associates, July 1, 2011
- √ Accessible ways for Guests to provide Feedback – June 1, 2013
- √ Accessible formats and communication supports – September 1, 2013
- √ Accessible websites and web content – January 1, 2014
- √ Accessibility of Employment practices for external applicants – January 1, 2014
- √ Workplace Emergency Response Information – January 1, 2014
- √ Accessible formats and communication supports for Associates – July 1, 2014
- √ Accessibility Compliance Report – filed December 31, 2014
- √ Accessibility of Employment practices for Associates – January 1, 2016
- √ Amendments adding clarity to Training, Service Animals, Support Persons, Accessible Formats and Communication Support – July 1, 2016
- √ Review of Multi Year Accessibility Plan – December 1, 2016
- √ Accessibility for new or redeveloped Public Spaces – January 1, 2017
- √ Accessibility Compliance Report – filed December 31, 2017

Accessibility Policies and Procedures

CARA's Accessibility Policies and Procedures can be found on all CARA branded external and internal websites.

For More Information

For more information on Cara's Multi Year Accessibility Plan or to have this document made available in an alternative format (upon request), please contact us:

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