



CANADA BASKETBALL MULTI-YEAR ACCESSIBILITY PLAN (MYAP) 2025

Introduction

Regulation 191/11: Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 requires organizations to create multi-year accessibility plans, update them at least once every five years and post them on their websites if they have one. An accessibility plan outlines what steps an organization will take to prevent and remove barriers to accessibility and when it will do so.

Canada Basketball is committed to achieving full compliance with the Integrated Accessibility Standards Regulation (IASR) Policy under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). This Multi-Year Accessibility plan outlines our commitment, policies, achievements, and ongoing actions to enhance opportunities for people with disabilities.

Statement of Commitment

Canada Basketball is dedicated to treating all individuals with dignity and independence, promoting inclusion and equal opportunity. We commit to meeting the needs of people with disabilities promptly by removing barriers and complying with AODA requirements.

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

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

This plan will identify projects and programs Canada Basketball has implemented to improve accessibility for people with disabilities and to meet requirements of the AODA.

Accessibility Policies and Plans

Canada Basketball has taken and will continue the following steps to achieve compliance:

- Integrate IASR into Canada Basketball's AODA Policy
- Policy review of our Accessibility Standards for Customer Service Policy - (AODA) within the organization will be conducted every 3 years and will submit a compliance report
- Publish our multi-year accessibility plan and update the plan at least once every 5 years

Training

Every 3 years, employees are required to undergo training that provides the essential information on accessibility for people with disability including ways to develop, implement, and enforce standards as well as the proper way to interact with people with disability. We will also continue to:

- Conduct accessibility training for employees, covering AODA standards and the Ontario Human Rights Code
- Ensure new employees complete their assigned training within 30 days of employment.
- Provide Training on “Respect in the Workplace” and “Workplace Diversity and Inclusion Training” and is required to be completed by all employees
- Track and record completion of training for all employees
- Offer lunch and learns and other forms of training regarding accessibility and inclusion
- Provide training resources in accessible format

Customer Service

Canada Basketball strives to provide goods and services in a manner that respects the dignity and independence of persons with disabilities consistent with the following principles:

- Communicate clearly and respectfully with individuals with disabilities, considering their preferred mode of communication
- Be proactive in offering assistance and accommodations
- Ensure that all information, including event details, schedules, and policies, are available in accessible formats upon request and will implement clear communication channels for inquiries.
- We have established a clear and accessible feedback process, encouraging individuals with disabilities to provide input on their experiences. We will use this feedback to continuously improve services and address any accessibility challenges promptly.
- Feedback can be submitted to info@basketball.ca or directed to our Human Resources department using the contact information available on our website.

Canada Basketball has already taken the following steps to ensure compliance with this standard:

- Continue to ensure that our event facilities, including stadiums, and gyms are wheelchair accessible with ramps, elevators, and spacious aisles, providing easy maneuverability for individuals with mobility challenges.
- Office has been reconstructed to ensure wide enough aisles for peoples with disabilities as well as wheelchair accessible restroom.
- Offer alternative methods for obtaining information and services such as email or accessible websites

Information and Communications Standard

Canada Basketball is dedicated to meeting the communication needs of people with disabilities and will consult with people with disabilities to determine their information and communication needs. This is achieved through all that is mentioned in this MYAP as well as having an accessible website and web content.

Canada Basketball will do so by:

- Providing subtitles moving forward on all our videos posted on our website and social media channels.
- Updating parts of our website to make it 100% user-friendly for people with a range of needs.

- Any website and website content, developed by or on behalf of Canada Basketball or any of the supports and services it provides, conforms initially with WCAG 2.0, Level AA,
- Maintain an accessible and user-friendly website by providing alt text for images, enhancing color contrast on some parts of our website for better accessibility, improve website navigation via tabbing, and tag documents found on our website.
- Post a notice on our website and socials that information is available in a variety of accessible formats.
- Include an accessibility acknowledgment page on the website.
- Consult with individuals requesting alternative formats.
- Requests for accessible formats or communication supports can be made by emailing halakhras@basketball.ca or calling our office. We will consult with the individual to determine the most appropriate format and provide it in a timely manner at no additional cost.

Employment Standard

As outlined in our *Equity, Diversity, and Inclusion Policy* as well as our *Hiring and Recruitment Policy*, Canada Basketball is committed to fostering a welcoming, safe, inclusive, and accessible work environment for employees with disabilities and those requiring accommodations. This commitment is achieved through equitable, inclusive, and accessible approaches to recruitment and hiring. CB provides appropriate and timely workplace accommodations and ensures individual accessibility accommodations are provided, taking into consideration all unique and individual needs of its staff. This commitment extends to the participation of CB staff in performance management, return-to-work programs, as well as career development and advancement opportunities, ensuring compliance with the AODA Employment standards through equitable, fair, and accessible recruitment and assessment policies and practices.

Recruitment

We do not discriminate against employees and job applicants based on disability.

- Accommodations are available on request for candidates taking part in all aspects of the selection process
- Specify accommodation availability in recruitment materials
- Notify successful candidates of accommodation policies
- Provide updated accommodation information to employees when changes occur

Documented Individual Accommodation Plans

- Develop and provide documented individual accommodation plans
- Include employee participation in the creation and ongoing review of accommodation plans
- Safeguard employee privacy throughout the accommodation process

Return to Work Procedures

- Establish a clear and supportive return-to-work process for employees who have been absent due to a disability
- Utilize documented individual accommodation plans to guide the return to work process effectively

Performance Management

- Regularly consult with employees to assess the effectiveness of performance management accommodations and make adjustments as necessary to ensure continuous improvement
- Maintain open communication channels with employees regarding performance accommodations, allowing for transparent dialogue and address

Canada Basketball will provide individualized workplace emergency response information to employees with disabilities where required. If an employee's disability requires individualized emergency response information, Canada Basketball will consult with the employee to identify appropriate emergency supports and develop an individualized plan. With the employee's consent, relevant information may be shared with designated individuals who assist the employee during an emergency. The plan will be reviewed when the employee's accommodation needs, work location, or emergency procedures change.

Design of Public Spaces Standards

Canada Basketball is committed to providing accessible and inclusive spaces for staff, people supported, families, and visitors to the best of our ability. In the event of a service disruption, we will notify staff and the public of the service disruptions and alternatives available.

Contact Details

For more information on this accessibility plan, please contact:

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Canada Basketball will update our MYAP as necessary and required.
Standard and accessible formats of this document are available free upon request.