



## Accessibility for Ontarians with Disability Act

Assessment of the availability of services as of November, 26 2013.

The services offered by the CAAT Pension Plan are accessible to all stakeholders. These services are defined as follow:

- Providing benefits and information to the Plan's members and their survivors if eligible.
- Providing assistance to participating employers regarding the administration of the Plan.

These services can be accessed in the following ways:

### 1. Over the phone.

For persons who have visual, verbal or hearing related disability, Plan staff can use the TTY phone service or read the printed information back to the person if requested to.

### 2. In printed form (mail, email, publication, website).

For persons who have a visual disability, the information can be provided in bigger fonts either in print, email or on the Plan's website or it can be read back to the person where necessary.

### 3. In person by making an appointment with the appropriate Plan representative.

Our offices are wheelchair accessible from 2 entrances. The street level access at 250 Yonge St. has a short wheelchair ramp and a door that can be opened automatically by push plate. There is then a wheelchair elevator that will give access to the main elevator bank. Our building is also accessible through the subway system and, from that level, by taking the elevators to the 3<sup>rd</sup> floor of the Eaton Center. Our 29<sup>th</sup> floor lobby doors are not automated. However, the receptionist or any staff member present will gladly hold the door open to facilitate access to our reception area. There is sufficient room in our meeting rooms to accommodate a wheelchair. There is also a wheelchair accessible washroom on the 29<sup>th</sup> floor.

In addition, Plan employees have been trained on how to respond to a person with disability who is accompanied with a support person or a service animal.

This assessment will be reviewed and updated annually and is available on the Plan's website under the Accessibility tab on the bottom banner of each page.

For more information on Accessibility, please call our local number at 416.673.9000 or our toll free number at 1.866.350.2228.