

## ***Integrated Accessibility Standards Regulation***

### **Statement of Organizational Commitment**

Canadian Credit Union Association (“CCUA”) is committed to providing an environment of equal access to CCUA’s goods, services and facilities in a way that respects the dignity and independence of people with disabilities.

CCUA will establish policies and procedures to support the accessibility requirements of the *Integrated Accessibility Standards Regulation* (IASR) under the *Accessibility for Ontarians with Disabilities Act* (AODA). As the requirements of the Transportation Standard do not apply and Part 1 of the Built Environment Standard concentrates on public spaces, these regulations are not applicable or included. CCUA’s compliance obligations are based on the requirements set out by the Ontario Ministry of Economic Development, Employment and Infrastructure’s *Guide to the Integrated Accessibility Standards Regulation*.

### **Scope**

The policy shall apply to all employees, contractors and others who deal with the public or third parties on CCUA’s behalf. Reasonable efforts will be made to carry out functions and responsibilities in the following areas:

### **IASR: General Provisions**

The general provisions of the IASR outline organizational directives to achieve compliance across both standards: Information and Communications and Employment. They are outlined as follows:

### **Accessibility Policies**

CCUA will develop, implement and maintain policies on how accessibility standards will be carried out to satisfy the requirements of the regulations and in other matters of accessibility where applicable.



## **Accessibility Plans**

CCUA will develop and maintain a 'Multi-Year Accessibility Plan' outlining strategies to achieve compliance with the current and future requirements set out by the AODA and the IASR. The plan will undergo review/updates at least once every five years and made available in alternative formats upon request.

## **Training**

Training will be provided to all employees on accessible customer service and how to interact with people with different disabilities.

## **Information and Communications Standard**

The Information and Communication Standard outlines support mechanisms an obligated organization shall implement to provide broader access to the day-to-day information and communications it regularly makes available. CCUA's requirements include:

### **Feedback**

Processes will be established to capture feedback on the methods used by CCUA to provide goods and service to persons with disabilities; accessible formats will be supplied upon request. Feedback will be made available through multiple formats and channels including telephone, mail, in person, or via CCUA's public website.

### **Accessible Formats & Communication Supports**

Alternate document formats and communication supports will be provided to customers upon request. CCUA will consult with the individual to discuss their needs and determine a mutually agreed upon format which takes into account their disability. Where possible, requests will be addressed within 10 business days. The format will be provided at a cost that does not exceed the regular cost charged to other persons.



## **Accessible Websites and Web Content**

Where practicable, CCUA's internet website and web content will conform to the World Wide Web Content Accessibility Guidelines (WCAG) 2.0 AA per the regulation.

## **Emergency Procedures**

Procedures for providing assistance are set out in the employee Response Plan for Health and Safety / Security Incidents. These procedures will be subject to annual review or as specific needs necessitate.

## **Employment Standard**

The Employment Standard seeks to create welcoming and accommodating workplaces for people of all abilities and outlines compliance requirements for all phases of the recruitment process, employee retention and accommodation, and workplace emergency planning. CCUA's obligations include:

### **Recruitment**

CCUA will notify employees and the public about the availability of accommodations in the recruitment, assessment or selection process. Recruitment vehicles for organizational positions will be provided in alternate formats upon request.

### **Notification**

CCUA will facilitate communication and awareness of the organization's policies and procedures related to accessibility. Access to such material will be made available through regular channels (Intranet, employee manual). New staff to the organization shall be informed of the policies and procedures as soon as practicable to do so.



## **Workplace Emergency Response Information**

Workplace emergency response information specific to an individual's needs where an accommodation or disability renders other plans not suitable will be created with input from the individual.

## **Processes for Accommodation and Return to Work**

Procedures for the establishment of individual accommodations or communication supports, and return to work will be established with guidelines to manage each process.

## **Performance Management, Career Development and Redeployment**

The accessibility needs of employees with disabilities shall be taken into account when administering performance management, facilitating career development and advancement, and where redeployment opportunities exist.

---

## **Implementation and Monitoring Methodology**

Annual Review

---

## **Associated Procedures or References:**

*Accessibility for Ontarians with Disabilities Act, 2005, ONTARIO REGULATION 191/11 Integrated Accessibility Standards*

Ministry of Economic Development, Employment and Infrastructure's *Guide to the Integrated Accessibility Standards Regulation*.

