



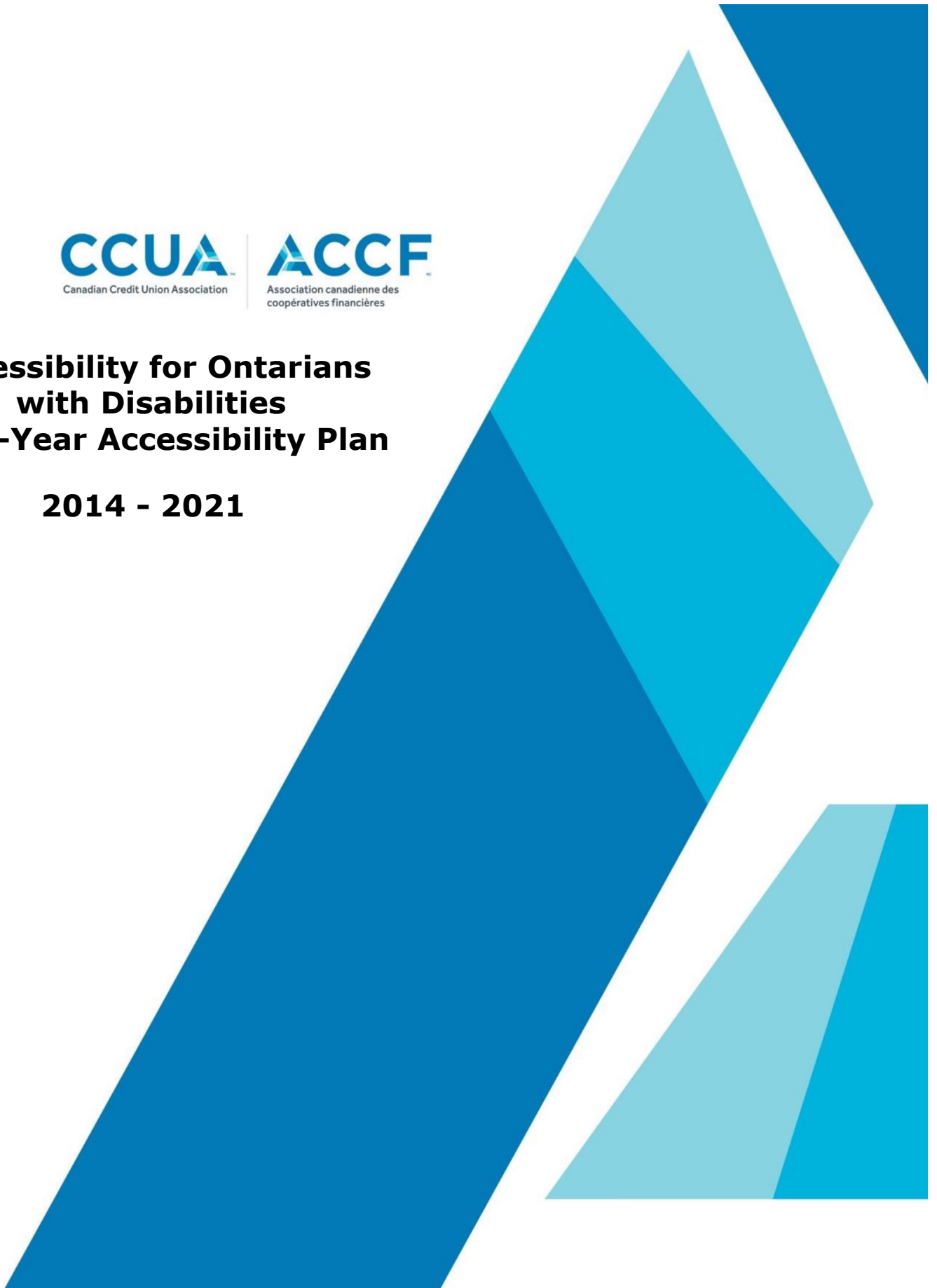
Canadian Credit Union Association



Association canadienne des  
coopératives financières

# **Accessibility for Ontarians with Disabilities Multi-Year Accessibility Plan**

## **2014 - 2021**



## **Introduction**

Canadian Credit Union Association's ("CCUA") Multi-Year Accessibility Plan supports compliance requirements set out by the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005, and the *Integrated Accessibility Standards Regulation (IASR)*, (Ontario Regulation 191/11). With the goal of removing barriers and broadening accessibility to CCUA's products and services, the Multi-Year Accessibility Plan describes strategies to achieve these objectives over the next several years.

The Multi-Year Accessibility Plan is divided by standard and outlines:

- The regulations applicable to CCUA
- Compliance deadlines;
- Actions planned or currently in place;
- Additional information to support the plan.

The plan is based on the requirements for a "Large Organization" as set out by the Ontario Ministry of Economic Development, Employment and Infrastructure's *Guide to the Integrated Accessibility Standards Regulation*.

CCUA is committed to meeting the requirements for accessibility in a timely manner, and as such, review and updates to the plan will be undertaken at least once every five years. This plan is available in alternative formats upon request.

If you have any questions or feedback related to CCUA's Multi-Year Accessibility Plan, please contact Sharon Varney:

- by phone: (416) 232-3479
- via email: svarneys@ccua.com
- by mail: Canadian Credit Union Association  
151 Yonge St., Suite 1000  
Toronto, ON M5C 2W7  
Attn: Sharon Varney

## General Requirements

General requirements are those requirements which apply across all three of the IASR standards. Specific to CCUA are:

Regulation	Compliance Deadline (Large Org)	Requirement	Action(s)	Status		
				In Progress	Ongoing	Complete
Section 3: Accessibility Policies	January 1, 2014	Create and maintain accessibility policies (including a statement of organization commitment).	<ul style="list-style-type: none"> <li>Write policy and post on website and CCUA's internal intranet.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Provide policies in an accessible format upon request.</li> </ul>		X	
Section 4: Accessibility Plans	January 1, 2014	Establish, implement and maintain a Multi-Year Accessibility Plan which outlines the organization's strategy to meet IASR requirements.	<ul style="list-style-type: none"> <li>Draft plan and post to website.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Complete review at least once every five years.</li> </ul>		X	
			<ul style="list-style-type: none"> <li>Review annual compliance initiatives and document status; make recommendations for improvement.</li> </ul>	X		
Section 7: Training	January 1, 2015	Provide training on the requirements of the IASR and the Human Rights Code as it pertains to persons with disabilities.	<ul style="list-style-type: none"> <li>Review online training course(s) to determine fit.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Set up mechanism to track/update participation.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Create staff communications and onboarding materials.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Monitor progress and update tracking records.</li> </ul>		X	

## Information and Communication Standard

The Information and Communication Standard outlines accessibility principles an obligated organization shall apply to its day-to-day information channels to ensure people of all abilities can benefit from them. Specific requirements include:

Regulation	Compliance Deadline (Large Org)	Requirement	Action(s)	Status		
				In Progress	Ongoing	Complete
Section 11: Feedback	January 1, 2015	Ensure existing external and internal feedback processes are accessible upon request (questionnaires, online surveys).	▪ Create process to facilitate requests.			X
			▪ Include language to communicate alternate methods for receiving feedback on CCUA's website.			X
			▪ Respond to requests; make arrangements to accommodate as needs necessitate.		X	
Section 12: Accessible formats and communication supports	January 1, 2016	Provide information and communications about Canadian Central's goods, services and facilities, in an accessible manner, upon request.	▪ Create process to facilitate requests.			X
			▪ Respond to requests; make arrangements to accommodate as needs necessitate.		X	
Section 14: Accessible Internet website and web content	January 1, 2014: new websites and web content January 1, 2021: all websites and web content.	Ensure public website is accessible by conforming to international standards (WCAG) for website accessibility.	▪ Conduct website compliance audit to access status.			X
			▪ Create manual to guide content updates.			X
			▪ Incorporate language to notify site users that accessible formats are available upon request.			X
			▪ Update content to comply with WCAG 2.0 Level A	X		

## Employment Standards

Requirements for hiring practices, retention and employee accommodation with respect to potential and/or existing employees with disabilities are outlined in this section. Applicable requirements include:

Regulation	Compliance Deadline (Large Org)	Requirement	Action(s)	Status		
				In Progress	Ongoing	Complete
Section 22: General recruitment	January 1, 2016	Notify employees and the public about the availability of accommodation(s) for applicants in the recruitment process.	<ul style="list-style-type: none"> <li>Create internal process to facilitate requests.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Incorporate language on all job postings that accommodation for applicants is available upon request.</li> </ul>		X	
Section 23: Recruitment, assessment or selection process	January 1, 2016	Notify applicants involved in the recruitment and selection process that accommodations are available.	<ul style="list-style-type: none"> <li>Create internal process to facilitate requests.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Incorporate language on all interview notifications that accommodation for applicants is available upon request.</li> </ul>		X	
Section 24: Notice to successful applicants	January 1, 2016	Notify successful applicants of the policies for accommodating employees when making offers of employment.	<ul style="list-style-type: none"> <li>Create internal process to facilitate requests.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Incorporate language on offer letters advising that policies and procedures with respect to employee accommodation are in place.</li> </ul>		X	
Section 25: Informing employees of supports	January 1, 2016	Notify employees of the policies for supporting employees with disabilities (existing employees, new hires and when there is a change to the policy).	<ul style="list-style-type: none"> <li>Create internal process to facilitate requests.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Incorporate IASR Policy into the Employee Handbook and onboarding process.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Send routine communications on organizational processes for accommodating employees.</li> </ul>	X		

Regulation	Compliance Deadline (Large Org)	Requirement	Action(s)	Status		
				In Progress	Ongoing	Complete
Section 26: Accessible formats and communication supports for employees	January 1, 2016	Provide accessible formats of information generally available and needed to perform the job.	▪ Create process to facilitate requests.			X
			▪ Respond to accommodation requests on a case by case basis.			
Section 27: Workplace emergency response information	January 1, 2012	Prepare individualized workplace emergency response information and prepare for the specific needs of employees with disabilities in emergency situations.	▪ Incorporate processes into the <i>Health and Safety Response Plan</i> .			X
			▪ Send routine communications on organizational processes for accommodating employees.		X	
			▪ Place signage in reception to address emergency evacuation and accommodation.			X
Section 28: Documented individual accommodation plans	January 1, 2016	Develop and document an individual accommodation plan for employees with disabilities.	▪ Create internal process to facilitate requests.			X
			▪ Respond to accommodation requests on a case by case basis.		X	
Section 29: Return to work process	January 1, 2016	Develop a return to work process for employees absent from work due to a disability and require accommodation to return to work.	▪ Create internal process to facilitate requests.			X
			▪ Respond to accommodation requests on a case by case basis.		X	
Section 30: Performance management	January 1, 2016	Take into account the accessibility needs of employees with disabilities as well as individual accommodation plans during the performance management process.	▪ Create internal process to facilitate requests.			X
			▪ Respond to accommodation requests on a case by case basis.		X	

Regulation	Compliance Deadline (Large Org)	Requirement	Action(s)	Status		
				In Progress	Ongoing	Complete
Section 31: Career development and advancement	January 1, 2016	Take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when providing career development or advancement opportunities.	<ul style="list-style-type: none"> <li>Create internal process to facilitate requests.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Respond to accommodation requests on a case by case basis.</li> </ul>		X	
Section 32: Redeployment	January 1, 2016	Take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when assigning employees to other departments or jobs within the organization.	<ul style="list-style-type: none"> <li>Create internal process to facilitate requests.</li> </ul>			X
			<ul style="list-style-type: none"> <li>Respond to accommodation requests on a case by case basis.</li> </ul>		X	