

CPA ONTARIO MULTI-YEAR ACCESSIBILITY PLAN

INTRODUCTION

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), was passed in June 2005, with the purpose of developing, implementing and enforcing accessibility standards for Ontarians. The goal of the AODA is for Ontario to be fully accessible by January 1, 2025, by implementing a series of accessibility standards. These standards focus on identifying, removing and preventing barriers for persons with disabilities.

STATEMENT OF COMMITMENT

The Chartered Professional Accountants of Ontario (CPA Ontario) is committed to providing goods and services in a way that respects the dignity and independence of persons with disabilities. This will be achieved by identifying and removing barriers that impede a person's ability to access goods and services, ensuring everyone is provided with equal opportunities whenever they interact with the Association.

Approximately 1.8 million Ontarians have a disability, and this number is growing as the population ages. CPA Ontario has an important responsibility for ensuring a safe, respectful and welcoming environment for our staff, students, members, volunteers and guests.

CPA Ontario will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA:

Dignity – Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.

Independence – Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

Integration – Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

Equal Opportunity – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

Under the AODA, the following accessibility standard requirements are applicable to CPA Ontario:

- Customer Service Standard
- Information and Communications Standards
- Employment Standards
- General Requirements

As part of the mandate to improve accessibility at CPA Ontario, the Association has developed a multi-year plan that is available online and in alternative formats if requested. The primary goal is to develop a multi-year plan that will lay out a roadmap to meet the obligations set out in the Integrated Accessibility Standards Regulation (IASR).

In accordance with the requirements set out in the IASR, CPA Ontario will:

- Establish, review and update this plan in consultation with persons with disabilities.
- Post the accessibility plan on its website.
- Report as required on its website on the progress of the implementation of this plan.
- Provide the plan in an accessible format, upon request.
- Review and update this plan at least once every five years.

PART I – GENERAL REQUIREMENTS

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This section of the Regulation requires CPA Ontario to:

- Develop accessibility policies and a multi-year accessibility plan
- Report annually on the progress of the multi-year plan
- Ensure staff and volunteers have been trained on the Integrated Accessibility Standards Regulation (IASR) and the *Ontario Human Rights Code*

REGULATORY REQUIREMENT	DELIVERABLES	PROGRESS TO DATE (Actions)	STATUS
<p>Compliance Deadline January 1, 2014</p> <p>Develop accessibility policies</p> <ul style="list-style-type: none"> ■ Develop, implement and maintain policies about what CPA Ontario will do to meet the IASR requirements and become more accessible ■ Statement of commitment ■ Make policies available to the public 	<ul style="list-style-type: none"> ■ Develop guideline on IASR compliance as well as Accessible Customer Service Policy. Ensure guideline is posted on CPA Ontario website. 	<p>Champion/Due Date Human Resources (December 2013)</p> <ul style="list-style-type: none"> ■ Guideline completed and posted on CPA Ontario website 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>

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<p>Compliance Deadline January 1, 2014</p> <p>Develop a multi-year accessibility plan</p> <ul style="list-style-type: none"> ▪ Establish, implement, maintain and document a multi-year accessibility plan ▪ Post multi-year accessibility plan on website and provide in an accessible format, upon request 	<ul style="list-style-type: none"> ▪ A multi-year accessibility plan that sets out how CPA Ontario will comply with requirements of IASR will be developed and posted on the website 	<p>Champion/Due Date Human Resources (December 2013)</p> <ul style="list-style-type: none"> ▪ Multi-year accessibility plan developed and posted on company website 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>
<p>Compliance Deadline January 1, 2014</p> <p>Self-service kiosks</p> <ul style="list-style-type: none"> ▪ Incorporate accessibility features when designing, procuring or acquiring self-service kiosks ▪ Large organizations & small organizations shall have regard to the accessibility for persons with a disability when designing, procuring or acquiring self- service kiosks 	<ul style="list-style-type: none"> ▪ If CPA Ontario does intend to purchase a self-service kiosk, we will develop a plan to procure an accessible self-service kiosk 	<p>Champion/Due Date Human Resources, Information Services, Student Services, Marketing, Finance & Facilities (September 2013)</p> <ul style="list-style-type: none"> ▪ No kiosks have been purchased 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>

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<p>Compliance Deadline January 1, 2015</p> <p>Training</p> <ul style="list-style-type: none"> ▪ Ensure that training on the IASR and the <i>Human Rights Code</i> as it pertains to persons with disabilities is provided to employees, volunteers, agents, contractors and third parties acting on behalf of CPA Ontario; and persons who participate in developing policies and others who provide goods, services or facilities on behalf of CPA Ontario 	<ul style="list-style-type: none"> ▪ Modify current Customer Services Standard training form and video to include IASR and <i>Human Rights Code</i> training ▪ Will be revising our HR guidelines to include AODA review 	<p>Champion/Due Date Human Resources Marketing, Business Development & Program Delivery (October 2014)</p> <ul style="list-style-type: none"> ▪ Training program developed and in use for all employees, agents, volunteers, contractors and third parties acting on behalf of CPA Ontario ▪ Training provided through HR Downloads ▪ On-line tracking of completed training in use 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>

PART II – INFORMATION AND COMMUNICATION STANDARDS

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This section of the Regulation includes requirements related to:

- Accessible websites and web content
- Accessible feedback processes
- Accessible formats and communication supports

REGULATORY REQUIREMENT	DELIVERABLES	PROGRESS TO DATE (Actions)	STATUS
<p>Compliance Deadline January 1, 2014 – January 1, 2021</p> <p>Accessible websites and web content</p> <ul style="list-style-type: none"> ▪ Websites and web content to conform to WCAG 2.0 Level A/AA 	<ul style="list-style-type: none"> ▪ Train all key staff on WCAG 2.0 guidelines ▪ Identify new websites and new web content to be deployed ▪ Develop project plans for new sites/web content that required (at a minimum) WCAG Level A compliance for websites/web content being deployed in 2014 	<p>Champion/Due Date Information Services, Marketing & Program Delivery (2015-16)</p> <ul style="list-style-type: none"> ▪ Website relaunch in March 2017 will include all WCAG requirements 	<p><input type="checkbox"/> Incomplete</p> <p><input checked="" type="checkbox"/> In progress</p> <p><input type="checkbox"/> Complete</p>
<p>Compliance Deadline January 1, 2015</p> <p>Feedback processes</p> <ul style="list-style-type: none"> ▪ Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request ▪ Notify the public about the availability of accessible formats and communication supports 	<ul style="list-style-type: none"> ▪ Document feedback process in guideline and post on website 	<p>Champion/Due Date Student Services, Marketing & Program Delivery (September 2014)</p> <ul style="list-style-type: none"> ▪ Feedback process developed and availability of feedback process posted on website 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>

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<p>Compliance Deadline January 1, 2016</p> <p>Accessible formats and communication supports</p> <ul style="list-style-type: none"> ▪ Upon request, provide for provision of accessible formats and communication supports for persons with disabilities ▪ Notify the public about the availability of accessible formats and communication supports 	<ul style="list-style-type: none"> ▪ All areas of CPA Ontario to provide accessible formats and communication supports in a timely manner, at no additional cost 	<p>Champion/Due Date Human Resources, Marketing, Business Development, Student Services & Program Delivery (November 2015)</p> <ul style="list-style-type: none"> ▪ Ongoing 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>

PART III – EMPLOYMENT STANDARDS

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This section of the Regulation includes requirements related to:

- Recruitment, assessment and selection
- Accessible formats and communication supports for employees
- Workplace emergency response
- Return to work processes
- Performance management, career development and redeployment

REGULATORY REQUIREMENT	DELIVERABLES	PROGRESS TO DATE (Actions)	STATUS
<p>Compliance Deadline January 1, 2016</p> <p>Recruitment</p> <ul style="list-style-type: none"> ■ Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process 	<ul style="list-style-type: none"> ■ Notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process ■ Existing recruitment policies, procedures and processes will be reviewed ■ Update job posting templates to include accessibility statement 	<p>Champion/Due Date Human Resources (June 2015)</p> <ul style="list-style-type: none"> ■ Notification posted on website. Job posting template has been updated to include accessibility statement 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>
<p>Compliance Deadline January 1, 2016</p> <p>Recruitment, assessment or selection process</p> <ul style="list-style-type: none"> ■ Notify job applicants that accommodations are available in relation to the materials or processes used during the recruitment process, upon request 	<ul style="list-style-type: none"> ■ Review existing recruitment policies, procedures and processes ■ Update recruitment process to ensure applicants are notified if selected for an interview or assessment that accommodations are available, upon request 	<p>Champion/Due Date Human Resources (June 2015)</p> <ul style="list-style-type: none"> ■ All potential candidates are currently advised to inform CPA Ontario if an accommodation is required for an interview and that accommodation is available throughout every step of the recruitment process 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>

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<p>Compliance Deadline January 1, 2016</p> <p>Notice to successful applicants</p> <ul style="list-style-type: none"> ■ When making an offer of employment, notify successful applicants of policies for accommodating employees with disabilities 	<ul style="list-style-type: none"> ■ Update offer letters to include statement regarding accommodation 	<p>Champion/Due Date Human Resources (June 2015)</p> <ul style="list-style-type: none"> ■ Offer letters have been updated to include statement regarding accommodation 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>
<p>Compliance Deadline January 1, 2016</p> <p>Informing employees of support</p> <ul style="list-style-type: none"> ■ Inform employees of policies used to support employees with disabilities as soon as practicable ■ Information shall be provided to new employees as soon as practicable after they begin their employment ■ Employers shall provide updated information whenever there is a change to existing policies on the provision of job accommodation that take into account an employee’s accessibility needs due to disability 	<ul style="list-style-type: none"> ■ Inform employees of policies to support employees with disabilities ■ Providing information regarding accommodation as the new employee begins employment (during the orientation) ■ Keeping employees up to date to changes to existing policies on job accommodations with respect to disabilities 	<p>Champion/Due Date Human Resources (June 2015)</p> <ul style="list-style-type: none"> ■ Process in place for advising new employees ■ Guideline posted on website provides information regarding accommodation ■ Guideline to be reviewed annually and notification sent to employees of any changes to the guideline 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>

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<p>Compliance Deadline January 1, 2016</p> <p>Accessible formats and communication supports for employees</p> <ul style="list-style-type: none"> ■ When requested by an employee with a disability, employers shall provide or arrange for the provision of accessible formats and communication supports for information needed to perform the employee’s job and information generally available to employees in workplace 	<ul style="list-style-type: none"> ■ CPA Ontario to provide accessible formats and communication supports in a timely manner to requested staff, at no additional cost 	<p>Champion/Due Date Human Resources (June 2015)</p> <ul style="list-style-type: none"> ■ Ongoing 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>
<p>Compliance Deadline January 1, 2012</p> <p>Workplace emergency response information</p> <ul style="list-style-type: none"> ■ Provide individualized workplace emergency response information to employees who have a disability, as required 	<ul style="list-style-type: none"> ■ Review CPA Ontario emergency information ■ Prepare and provide emergency information – provide employees with a questionnaire to find out if they require a personalized emergency response plan. Ensure questionnaire can be provided in an accessible format ■ Follow up: review the information when employees move to a different location or whenever you review the employee’s accommodation needs or your emergency policies and procedures ■ Develop individualized workplace emergency response information procedures for employees with disabilities upon request 	<p>Champion/Due Date Human Resources (May 2013)</p> <ul style="list-style-type: none"> ■ Health and Safety Evacuation Form/ Questionnaire sent annually to all staff ■ Individualized workplace emergency response information procedure in place for employee(s) ■ Information regarding workplace emergency response information included in Guideline and posted on website 	<p><input type="checkbox"/> Incomplete</p> <p><input type="checkbox"/> In progress</p> <p><input checked="" type="checkbox"/> Complete</p>

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<p>Compliance Deadline January 1, 2016</p> <p>Documented individual accommodation plans</p> <ul style="list-style-type: none"> ■ Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities 	<ul style="list-style-type: none"> ■ Create Accommodation procedure ■ Document individual procedures 	<p>Champion/Due Date Human Resources (July 2015)</p> <ul style="list-style-type: none"> ■ Accommodation Procedure document completed 	<ul style="list-style-type: none"> <input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete
<p>Compliance Deadline January 1, 2016</p> <p>Return to work process</p> <ul style="list-style-type: none"> ■ Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability related accommodations to return to work 	<ul style="list-style-type: none"> ■ Review, update and document existing return to work process ■ Prepare document regarding return to work process 	<p>Champion/Due Date Human Resources (October 2015)</p> <ul style="list-style-type: none"> ■ Document has been prepared 	<ul style="list-style-type: none"> <input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete

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<p>Compliance Deadline January 1, 2016</p> <p>Performance management, career development and redeployment</p> <ul style="list-style-type: none"> ■ Take into account accessibility needs of employees with disabilities and individual accommodation plans as part of performance management processes, when providing career development opportunities and considering redeployment 	<ul style="list-style-type: none"> ■ Ensure CPA Ontario takes into account restrictions of employees with disabilities, when made aware of those restrictions ■ CPA Ontario will review an employee's individual accommodation plan to understand whether the accommodation plan on file may need adjusting to improve performance, career development, advancement and redeployment ■ Performance plans and documents will be made available in accessible formats upon request ■ Ensure promotion criteria, practices and processes take into account individual accommodation needs and plans in accordance with AODA ■ Train managers to ensure all performance management, career development & redeployment opportunities take into account the employee's accommodation needs 	<p>Champion/Due Date Human Resources (October 2015)</p> <ul style="list-style-type: none"> ■ Ongoing ■ AODA Guideline includes statement regarding obligation and is posted on WFN website ■ Managers have been trained to ensure all performance management, career development and redeployment opportunities take into account the employee's accommodation needs 	<ul style="list-style-type: none"> <input type="checkbox"/> Incomplete <input type="checkbox"/> In progress <input checked="" type="checkbox"/> Complete

For more information on this accessibility plan, please contact Human Resources at:

- 416 322.6520 or HR@CPAOntario.ca

Accessible formats of this document are available free upon request.