



# Multi-Year Accessibility Plan 2014 - 2018

## **Multi-Year Accessibility Plan for Rapport Credit Union Limited**

This 2014-2018 accessibility plan outlines the policies and actions that Rapport Credit Union will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

Rapport Credit Union is committed to providing its products and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other members and non- members. Rapport Credit Union is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (the AODA) and the related Integrated Accessibility Standards Regulations (the IASR).

As part of these commitments, Rapport Credit Union has developed a multi-year accessibility plan which outlines our strategy to prevent and remove barriers to accessibility and to meet the requirements under the AODA.

Rapport Credit Union's Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and as required.

### **Accessibility Standards for Customer Service**

#### **Commitment:**

The Accessibility Standards for the Customer Service Regulation were created to establish accessibility standards for customer service in Ontario. In keeping with this regulation, Rapport Credit Union is committed to providing respectful services that focus on the unique needs of the individual. To achieve this, Rapport Credit Union will make reasonable efforts to ensure that its policies, procedures and practices pertaining to the provision of goods and services to the public and other third parties adhere to the following guiding principles as set out in Accessibility Standards for Customer Service: Ontario Regulation 429/07:

- Our goods and services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of our goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

#### **Action Taken:**

The following measures have been implemented by Rapport Credit Union:

- Ensuring all persons who, on behalf of Rapport Credit Union, deal with the public or other third parties, and all those who are involved in the development and approvals of customer service policies, practices and procedures, as well as all others providing services to our members, are trained to communicate and provide the best possible customer service to all members, including persons with disabilities;
- Ensuring staff are trained and familiar with various assistive devices that may be used by members with disabilities who are accessing the Rapport Credit Union's goods or services;
- Ensuring completion of accessibility training is tracked and recorded;
- Ensuring members accompanied by a guide dog or other service animal in areas of Rapport Credit Union open to the public and other third parties, are accommodated;
- Ensuring that if a person with a disability is accompanied by a support person, the support person is accommodated.
- Issuing a public notice in a timely manner in the event of a planned or unexpected disruption of service or inaccessibility of facilities used by persons with disabilities. The notice must include the reason of the disruption, the anticipated duration, and a description of alternative facilities or service, if any, that may be available.
- Continuing to welcome and appreciate feedback from persons with disabilities through multiple communication methods;
- Reporting compliance with the customer service standard on the Accessibility Compliance Reporting tool at Service Ontario's One-Source for Business website.

**Status:** Compliant

### **Integrated Accessibility Standards Regulation**

#### **1. Emergency Procedure, Plans or Public Safety Information**

**Commitment:**

Rapport Credit Union is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making our company premises safer for persons with disabilities during emergency circumstances.

**Action Taken:**

The following measures have been implemented by Rapport Credit Union:

- Emergency procedures, plans and public safety information that are prepared by Rapport Credit Union and made available to the public, will be made available in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

**Status:** Compliant

## **2. Workplace Emergency Response Information**

### **Commitment:**

Rapport Credit Union has a process in place by which Individualized Emergency Response Plans can be created for employees as necessary.

Where Rapport Credit Union is aware that an employee has a disability and that there is a need for accommodation, individualized workplace emergency response information will be provided to the employee as soon as practicable if such information is necessary given the nature of the employee's disability.

### **Action Taken:**

The following measures are implemented by Rapport Credit Union:

- Where an employee has identified they have a disability, and if the employee's disability is such that an individualized emergency response information is necessary, the Manager/Supervisor will provide an individualized workplace emergency response information to the employee within 5 business days after an employee has identified a disability or has relocated within the organization. The Manager/Supervisor will ensure that a minimum of two employees are assigned to assist the employee.
- If an employee who receives individualized workplace emergency response information requires assistance, with the employee's consent, Rapport Credit Union will provide the workplace emergency response information to the persons designated to provide assistance to the employee.
- Rapport Credit Union will review the individualized workplace emergency response information when:
  - the employee moves to a different location in the organization;
  - the employee's overall accommodations needs or plans are reviewed; and/or
  - Rapport Credit Union reviews its general emergency response policies.

**Status:** Compliant

## **3. Training**

### **Commitment:**

Rapport Credit Union is committed to implementing a process to ensure that all employees, volunteers agents and/or contractors who deal with the members are provided with appropriate training the requirements of the IASR and on the Ontario Human Rights Code as it pertains to person with disabilities, and are provided with such training as soon as practicable.

### **Planned Action:**

Training will be provided as part of Rapport Credit Union's annual employee compliance refresher course and as part of the training for new employees. Training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - use assistive devices;
  - require the assistance of a guide dog, service dog or other service animal; or
  - require the use of a support person.
- Instructions on what to do if a member with a disability is having difficulty accessing your services.

**Status:** Compliant

#### **4. Information and Communication Supports**

**Commitment:**

Rapport Credit Union is committed to meeting the communication needs of people with disabilities which would include larger, easy-read, simplified printed material. We will consult with people with disabilities to determine their information and communication needs.

**(i) Documentation**

**Current Barriers:**

Legal documents with terminology that cannot be simplified.

**Planned Action:**

Rapport Credit Union will make its communications available, upon request, in accessible formats for people with disabilities. Accessible formats and communications supports shall be made available in a timely manner, at a cost that is no more than the regular cost charged to others for the communications, and in consultation with the person making the request.

If requested Rapport Credit Union employees will provide assistance to members with disabilities to explain legal documentation.

**Required:** January 1, 2016

**Status:** In progress

**(ii) Website**

**Commitment:**

Rapport Credit Union is committed to ensuring all current and new websites and content on those sites conform to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0, Level A.) as outlined in the Accessibility Standard for Information and Communications

**Current Barriers**

Current website does not meet all the WCAG 2.0, Level A requirements – It does not have a screen reader or the ability to increase font size.

**Planned Action:**

Rapport Credit Union is currently developing a new website that will be compliant with all requirements of WCAG 2.0, Level A. The new website will be launched no later than March 2, 2015. Will be in compliance with WCAG 2.0 , Level AA by required compliance date of January 1, 2021.

**Required:** January 1, 2014

**Status:** In progress (compliant by March 2, 2015)

**(iii) Self-Serve Kiosks**

**Commitment:**

Rapport Credit Union is committed to ensuring the needs of people with disabilities are considered and will incorporate accessibility features when designing, procuring and acquiring self-service kiosks (primarily ATMs)going forward.

**Current Barriers:**

Current ATM’s do not meet accessibility standards.

**Plan Action:**

Going forward, the procuring process when purchasing self service units primarily ATMs will incorporate accessibility features:

- Design feature - Height of kiosk, lower screens and buttons and partial shelves to aid in wheelchair accessibility
- Audio capability – headset jacks with volume controls

**Status:** Compliant

**(iv) Feedback Process**

**Commitment:**

Rapport Credit Union is committed to meeting and surpassing expectations while serving members with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Information about the feedback process is readily available to all members. Notice of the process is made available through Rapport’s brochure “Our Commitment to Accessibility for Members with Disabilities”. This brochure is placed in prominent locations at all branches and will be posted on Rapport Credit Union’s website.

Members can provide feedback verbally (in person or by telephone) or by completing the Accessibility Feedback Comment Form or written document (hand written or email). When staff receive feedback on service provided to members with disabilities, they are to forward this information to Member Assistance immediately.

**Status:** Compliant

## **5. Employment Standards**

### **(i) Recruitment**

#### **Commitment:**

Rapport Credit Union is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of making the recruitment process accessible to persons with disabilities.

#### **Planned Action:**

In accordance with IASR, Rapport Credit Union will do the following:

#### Recruitment General

Rapport Credit Union will notify internal and external job applicants that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates.
- Specifying that accommodation is available for applicants with disabilities, on Rapport Credit Union's website and on job postings.

**Required:** January 1, 2016

**Status:** In progress

### Recruitment, Assessment and Selection

Rapport Credit Union will notify internal and external job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used in the assessment/selection process. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;
- Inclusion of availability of accommodation notice as part of the script in the scheduling of an interview and/or assessment;
- If a selected applicant requests an accommodation, consult with the applicant and arrange for provision of suitable accommodations in a manner that takes into account the applicant's accessibility needs due to disability.

**Required:** January 1, 2016

**Status:** In progress

### Notice to Successful Applicants

When making offers of employment, Rapport Credit Union will notify the successful applicant of its policies for accommodating employees with disabilities. This will include:

- A review and, as necessary, modification of existing recruitment policies, procedures, processes and templates;
- Inclusion of notification of Rapport Credit Union's policies on accommodating employees with disabilities in offer of employment letters.

**Required:** January 1, 2016

**Status:** In progress

### **(ii) Informing Employees of Supports**

#### **Commitment:**

Rapport Credit Union is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of informing employees of available accessibility supports.

#### **Planned Action:**

In accordance with the IASR, Rapport Credit Union will:

- Inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Provide the information required to new employees as soon as practicable after they begin their employment.



- Provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- Where an employee with a disability requests it, consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:
  - Information that is needed in order to perform the employee's job; and
  - Information that is generally available to employees in the workplace.
  - Rapport Credit Union will consult with the employee making the request in determining the suitability of an accessible format or communication support.

**Required:** January 1, 2016

**Status:** In progress

### **(iii) Documented Individual Accommodation Plans/Return to Work Process**

**Commitment:**

Rapport Credit Union is committed to complying with the provisions of the AODA in respect of this requirement, with the objective of improving accommodation and return to work processes in the workplace.

**Planned Action:**

Rapport Credit Union's existing policies will be reviewed to include processes that Rapport Credit Union will follow to accommodate an employee with a disability and to facilitate an employee's return to work after absenteeism due to disability.

Rapport Credit Union will review and assess the existing policies to ensure that they include a process for the development of documented individual accommodation plans for employees with a disability, if such plans are required.

Rapport Credit Union will ensure that the process for the development of documented individual accommodation plans includes the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
- The means by which the employee is assessed on an individual basis.
- The manner in which Rapport Credit Union can request an evaluation by an outside medical or other expert, at Rapport Credit Union's expense, to assist Rapport Credit Union in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
- The steps taken to protect the privacy of the employee's personal information.
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.

- If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

Individual accommodation plans will:

- If requested, include any information regarding accessible formats and communications supports provided, as required in the Standard;
- If required, include individualized workplace emergency response information, as required in the Standard; and
- Identify any other accommodation that is to be provided.

Rapport Credit Union will ensure that the return to work process as set out in its existing policies outlines the steps Rapport Credit Union will take to facilitate the employee's return to work after a disability-related absence, outlines the development of a written individualized return to work plan for such employees, and requires the use of individual accommodation plans, as discussed above, in the return to work process.

**Required:** January 1, 2016

**Status:** In progress

#### **(iv) Performance Management, Career Development and Redeployment**

**Commitment:**

Rapport Credit Union will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans:

- When using its performance management process in respect of employees with disabilities;
- When providing career development and advancement to its employees with disabilities;
- When redeploying employees with disabilities.

**Planned Action:**

In accordance with the IASR, Rapport Credit Union will:

- Review, assess and, as necessary, modify existing policies, procedures, practices and templates to ensure compliance with the IASR;
- Take the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when:
  - Assessing performance
  - Managing career development and advancement
  - Redeployment is required

**Required:** January 1, 2016

**Status:** In progress