

## **HMECU's Multi-Year Accessibility Plan**

### **Purpose**

HMECU is committed to ensuring that all members and employees feel that they are valued and treated with respect. In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (the "AODA"). The goal of the Ontario government is to make Ontario accessible to all persons with disabilities by 2025. The Integrated Accessibility Standards Regulations (IASR) under the AODA requires that effective January 1<sup>st</sup>, 2014, HMECU establishes, implements, maintains and documents a multi-year accessibility plan. This plan will outline our organization's strategy to prevent and remove barriers for persons with disabilities and to meet its requirements under the IASR.

### **Statement of Commitment**

HMECU is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

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

- Establish, review and update this plan in consultation with persons with disabilities
- Post this plan on the website – [www.hmecu.com](http://www.hmecu.com)
- Report as required on the website on the progress of the implementation of this plan
- Provide this plan in an accessible format, when requested
- Review and update this plan at least every five years

### **Overview of Plan**

- Integrated Accessibility Standards Regulation
- Emergency Procedure
- Workplace Emergency Response Information
- Training
- Self Serve Kiosks
- Information and Communication Standards
  - Feedback, Accessible Formats and Communication Supports
  - Accessible Website and Web Content

- Employment Standards
  - Recruitment
  - Informing Employees of Supports
  - Documented Individual Accommodation Plans/Return to Work Process
  - Performance Management, Career Development and Redeployment

## **Integrated Accessibility Standards Regulation**

### **Emergency Procedure**

#### *Commitment*

HMECU is committed to providing the members with publicly available emergency escape plans in an accessible way upon request.

#### *Action Taken*

*The following measures were implemented by HMECU effective January 1, 2012:*

- Emergency escape plans that have been prepared by HMECU 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.

**Required legislative compliance: January 1, 2012**

**Implementation timeframe: September 2011-January 1, 2012**

**Completion Date: January 1, 2012**

### **Workplace Emergency Response Information**

#### *Commitment*

When HMECU is made 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 were implemented by HMECU effective January 1, 2012:*

- Individualized workplace emergency response information procedures have been developed for employees with disabilities, as required
- On an ongoing and regular basis, and as per the applicable terms of the IASR, HMECU will review and assess general workplace emergency response procedures and individualized emergency plans to ensure accessibility issues are addressed.

**Required legislative compliance: January 1, 2012**

**Implementation timeframe: September 2011-January 1, 2012**

**Completion Date: January 1, 2012**

## **Training**

### *Commitment*

HMECU is committed to providing training to all employees, senior management, the board of directors and volunteers on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, senior management, the board of directors and volunteers.

### *Planned Action*

In accordance with the IASR, HMECU will:

- Determine and ensure that appropriate training on the requirements of the IASR and on the Ontario Human Rights Code as it pertains to person with disabilities, is provided to all employees, senior management, the board of directors and volunteers
- Ensure that the training is provided to persons referenced above as soon as practicable
- Keeps and maintain a record of the training provided, including the dates that the training was provided and the number of individuals to who it was provided
- Ensure that training is provided to any changes to the prescribed policies on an ongoing basis

**Required legislative compliance: January 1, 2015**

**Implementation timeframe: January 1, 2014-January 1, 2015**

**Completion Date: N/A**

## **Self Serve Kiosks**

### *Commitment*

HMECU is going to take the necessary steps to ensure that all self-service kiosks are accessible to persons with disabilities.

### *Planned Action*

In accordance with the IASR, HMECU will:

- Identify all kiosks and ensure accessibility requirements are met
- Any kiosks purchased or replaced in the future will be accessible to members according to the regulation requirements

**Required legislative compliance: January 1, 2014**

**Implementation timeframe: Ongoing**

**Completion Date: N/A**

## **Information and Communications Standards**

### *Commitment*

HMECU is dedicated to making company information and communications accessible to persons with disabilities. HMECU will incorporate new accessibility requirements under the information and communication standard to ensure that its information and communication systems and platforms are accessible and are provided in accessible formats that meet the needs of persons with disabilities.

### **1. Feedback, Accessible Formats and Communication Supports**

#### *Planned Action*

In accordance with the IASR, HMECU will:

- Ensure that existing and new processes for receiving and responding to feedback are accessible to persons with disabilities by providing accessible formats and communication supports, upon request and in a timely manner.

- Provide or arrange for the provision of such accessible formats and communication supports
- Provide or arrange for the provision of accessible formats and communication supports in a timely manner that takes into account the person's accessibility needs due to disability, and at a cost no more than the regular cost charged to other persons
- HMECU will ensure there is proper notification to its members and employees that these accessible formats and communication supports are available.
- An Accessible Format Request Form will be developed and made available on HMECU's intranet.

**Required legislative compliance: January 1, 2015 – Feedback, January 1, 2016 – Accessible formats and communication supports**

**Implementation timeframe: January 1, 2014-January 1, 2016**

**Completion Date: N/A**

## **2. Accessible Website and Web Content**

### *Planned Action*

In accordance with the IASR, HMECU will:

- HMECU has already begun to take the steps to make the existing website and its content conform to WCAG 2.0, Level A
- HMECU is working with a website developer to ensure that the website and its content are accessible for all people with disabilities.
- Ensure development of its next generation digital platform for public websites, mobile applications, in-store media and information technology infrastructure meet AODA Information and Communication Standards and that partnering vendors have necessary expertise with such technology;
- Use guiding principles in the development of new corporate intranet applications as outlined by the Ontario Government's new Online Design Program standard, which specifies compliance with international accessibility guidelines, W3C WCAG 2.0;
- Update software documents and processes to outline the roles and responsibilities regarding content complaint for new or existing intranet sites.
- Partner with HMECU's Senior Management and operations to provide guidelines to all staff to ensure public documents and media are readily available in alternate accessible formats;
- Develop and communicate corporate e-mail best practices; and
- Expand corporate awareness of requirements for compliance with Information and Communication Standards of AODA.

### *Action Taken*

- HMECU has ensured that their website and web content is accessible according to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG). HMECU along with an outsourced website developer will continue to ensure that all new content on the website conforms to WCAG 2.0.
- HMECU is committed to providing employees and members with accessible formats and communication supports when requested. Please refer to section 3.1.2 for accessible formats and communications supports provided by HMECU.
- Visitors to the Healthcare and Municipal Employees Credit Unions (HMECU) website [www.hmecu.com](http://www.hmecu.com) may access all products and services tools which are provided to membership. Along with Perception Media, HMECU will offer its members downloadable tools to enhance navigation of its websites, if the members have dexterity challenges or reading challenges related to a variety of disabilities;
- New website content is coded in a compliant fashion to empower both with Perception Media and third-party consumer tools, for example, readers with the inclusion of descriptive alt tags on all links and images directed through the site-map page;
- Adoption of standards in Internet technology to ensure the public websites are compatible with the above-mentioned tools and have moved away from non-W3C formats (World Wide Web Compliant) to more flexible Internet rich media in the website implementations;
- AODA compliance is included as one of the criteria in selecting technology vendors for new website development initiatives.

**Required Legislative Compliance: January 1, 2014 – WCAG 2.0 Level A – new Internet websites and web content, January 1, 2021 – WCG 2.0 Level AA – all Internet websites and web content, except for exclusions set out in the IASR**

**Implementation timeframe: January 1, 2012 to December 31, 2017**

**Completion date: N/A**

## **Employment Standards**

### **1. Recruitment**

#### *Commitment*

HMECU is committed to fair and accessible employment practices that attract and retain employees with disabilities. This includes providing accessibility across all stages of the employment cycle.

### *Planned Action*

In accordance with the IASR, HMECU will do the following:

- HMECU will notify employees and the public of the availability of accommodation for applicants with disabilities in the recruitment process
- HMECU will indicate that accommodation is available for applicants with disabilities on the website and on job postings
- HMECU will notify the 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 process.
- HMECU will restate our accommodation policy when offering the job applicant the position.

**Required legislative compliance: January 1, 2016**

**Implementation timeframe: January 1, 2014-January 1, 2016**

**Completion Date: N/A**

## **2. Informing Employees of Supports**

In accordance with the IASR, HMECU will do the following:

- Informing current employees and new hires of HMECU's policies supporting employees with disabilities
- Providing information under this section as soon as practicable after the new employee begins employment, specifically in the orientation process
- Keeping employees informed on changes to existing policies on job accommodations with respect to disability
- When an employee with a disability requests it, HMECU will provide for suitable accessible formats and communication supports for:
  - Information that is needed in order to perform their job
  - Information that is generally available to employees in the workplace

**Required legislative compliance: January 1, 2016**

**Implementation timeframe: January 1, 2014-January 1, 2016**

**Completion Date: N/A**

### 3. Documented Individual Accommodation Plans/Return to Work Processes

#### *Commitment*

HMECU will incorporate new accessibility requirements under the IASR to ensure that barriers in accommodation and return to work processes are eliminated.

#### *Planned Action*

- HMECU will develop individual accommodation plans for employees with disabilities when the employee is not under a return to work schedule provided by our insurer.
- HMECU will review and assess the existing practices and 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.

HMECU will ensure that the process for the development of documented individual accommodation plans includes the following elements, in accordance with the provisions of the IASR:

- Include in the process the manner in which the employee requesting accommodation can participate in the development of the plan
- Include in the process the means by which the employee is assessed on an individual basis
- Include in the process the manner in which HMECU can request an evaluation by an outside medical or other expert, at the expense of HMECU, to help in determining if and how accommodation can be accomplished
- Include in the process the manner in which employees can request for the participation of a representative from the union or non-union employees can request a representative from the workplace
- Ensure that there are steps in place to protect the privacy of the employee's personal information
- Outline the frequency of how often to review and update the accommodation plan
- Ensure that there are steps in place for providing the employee with reasons for the denial if an individual accommodation plan is turned down
- HMECU will provide the accommodation plan in the appropriate format that will take into account the disability.
- The accommodation plan will also include the emergency response information if the employee requires one.

**Required legislative compliance: January 1, 2016**

**Implementation timeframe: January 1, 2014-January 1, 2016**

**Completion Date: N/A**



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

##### *Commitment*

HMECU 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, HMECU will:

- Review, assess and, as needed, modify existing policies, procedures and practices 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
- Take into account the accessibility needs of employees with disabilities when providing career development and advancement to its employees with disabilities, including notification of the ability to provide accommodations on internal job postings
- Accommodation plans will be reviewed when an employee is relocated to ensure that their needs are still accommodated.

**Required legislative compliance: January 1, 2016**

**Implementation timeframe: January 1, 2014-January 1, 2016**

**Completion Date: N/A**