

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005**  
**INTEGRATED ACCESSIBILITY STANDARDS – Multi Year Plan**

**Part I – GENERAL REQUIREMENTS**

Requirement	Description	Status	Compliance Date
Establishment of Accessibility Policies	3.(1) UCU shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Compliant	January 1, 2014
Accessibility Plans	4.(1) UCU shall, <ul style="list-style-type: none"> <li>a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;</li> <li>b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and</li> <li>c) review and update the accessibility plan at least once every five years.</li> </ul>	Compliant	January 1, 2014

Self-Serve Kiosks	6.(2) UCU shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Compliant	January 1, 2014
Training	7.(1) UCU shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	Compliant  (ongoing with new staff hiring; promotion to management role; new legislation)	January 1, 2015

**PART II – Information and Communications Standards**

Requirement	Description	Status	Compliance Date
Feedback	11.(1) UCU shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Compliant	January 1, 2015
Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, UCU shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Compliant	January 1, 2016
	12.(2) UCU shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Compliant	January 1, 2016
	12.(3) UCU shall notify the public on our website, and printed materials in accessible formats upon request	Compliant	January 1, 2016



**PART III – Employment Standard**

Requirement	Description	Status	Compliance Date
Recruitment – General	22. UCU shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.	Compliant	January 1, 2016
Recruitment, Assessment or Selection Process	23.(1) During a recruitment process, UCU shall notify 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. (2) If a selected applicant requests an accommodation, UCU shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.	Compliant	January 1, 2016
Notice to Successful Applicants	24. UCU shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Compliant	January 1, 2016
Informing Employees of Supports	25.(1) UCU shall 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.	Compliant	January 1, 2016

	25.(2) UCU shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	Compliant	January 1, 2016
	25.(3) UCU shall 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.	Compliant	January 1, 2016
Accessible Formats & Communication Supports for Employees	26.1 In addition to its obligations under section 12, where an employee with a disability so requests it, UCU shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,  (a) information that is needed in order to perform the employee's job; and  (b) information that is generally available to employees in the workplace.	Compliant	January 1, 2016
	26.2. UCU shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	Compliant	January 1, 2016

<p>Workplace Emergency Response Information</p>	<p>27.(1) UCU shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p>	<p>Compliant</p>	<p>January 1, 2012</p>
	<p>(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, UCU shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p>	<p>Compliant</p>	<p>January 1, 2012</p>
	<p>(3) UCU shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</p>	<p>Compliant</p>	<p>January 1, 2012</p>
	<p>(4) UCU shall review the individualized workplace emergency response information,  (a) when the employee moves to a different location in the organization;  (b) when the employee's overall accommodations needs or plans are reviewed; and  (c) when the it reviews its general emergency response policies.</p>	<p>Compliant</p>	<p>January 1, 2012</p>

<p>Documented Individual Accommodation Plans</p>	<p>28.(1) UCU shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<p>Compliant</p>	<p>January 1, 2016</p>
	<p>28 (2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <ol style="list-style-type: none"> <li>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>2. The means by which the employee is assessed on an individual basis.</li> <li>3. The manner in which UCU can request an evaluation by an outside medical or other expert, at UCU's expense, to determine if and how accommodation can be achieved.</li> <li>5. The steps taken to protect the privacy of the employee's personal.</li> <li>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</li> <li>8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.</li> </ol>	<p>Compliant</p>	<p>January 1, 2016</p>

<p>Return to Work Process</p>	<p>29.(1) UCU (in consultation with our benefit provider and the affected employee),</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	<p>Compliant</p>	<p>January 1, 2016</p>
	<p>29. (2) The return to work process shall,</p> <p>(a) outline the steps UCU will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and use individual documented accommodation plans, as described in section 28, as part of the process.</p>	<p>Compliant</p>	<p>January 1, 2016</p>
	<p>29. (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<p>Compliant</p>	<p>January 1, 2016</p>

Performance Management	30.(1) UCU shall 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.	Compliant		January 1, 2016
Career Development & Advancement	31.(1) UCU shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.	Compliant		January 1, 2016

**Part IV – DESIGN OF PUBLIC SPACES STANDARDS**

Requirement	Description	Status	Compliance Date
<p>Accessibility Amendments to Ontario's Building Code</p>	<p>80. UCU comply with all Building Code regulations for all newly constructed buildings and major renovations as required by law. For existing building where no work is planned, there will be no changes.</p> <p>Power door operators have been installed in all of our branch locations</p>	<p>Compliant</p>	<p>January 1, 2015</p>
<p>Design of Public Spaces Standard</p>	<p>UCU shall comply with the Accessibility Standards for the Design of Public Spaces when constructing new buildings or when performing major modifications to public spaces, applicable to our organization, as require by law, unless exempt.</p> <p>a) Exterior paths of travel – we will follow technical requirements for all new and redeveloped exteriors paths of travel, unless exempted.</p> <p>b) Service Counters – our recently renovated locations (Ottawa &amp; North York) have at least one service counter accessible to people who use mobility aids.</p> <p>c) Fixed queuing guides - All of the service lines at all branch locations are accessible to people with mobility aids and assistive devices as none of our locations have fixed queuing guides.</p> <p>d) Waiting areas - All of our branch locations have accessible sitting for people with mobility aids, as there are no fixed seats at any of locations</p>	<p>Compliant</p> <p>Compliant</p> <p>Compliant</p> <p>Compliant</p>	<p>January 1, 2017</p> <p>January 1, 2017</p> <p>January 1, 2017</p> <p>January 1, 2017</p>

	<p>e) Off-Street Parking - For all new and redeveloped off-street parking, we will provide: a) marked with accessible signage wider parking space for people using mobility aids with aisles allowing them to get in/out of their vehicles and b) standard parking space for people who use canes, crutches and walkers and don't need extra space. Number of parking spots will include the required minimum in accordance with requirements.</p>	Compliant	January 1, 2017
	<p>f) On Street Parking - Before building new or redeveloping existing on-street parking, we will consult with the public and people with disabilities on the location, design and need for accessible parking spaces. All accessible parking will be marked with accessible signage as required by law.</p>	Compliant	January 1, 2017
	<p>g) Maintenance of accessible elements - In the event of temporary service distribution, we will post: (1) Signage in conspicuous place (i.e. counter, entrance doors) informing of service disruption and outlining alternatives; (2) Notification will be also posted on our website outlining alternatives.</p>	Compliant	January 1, 2017

**Part V – COMPLIANCE**

Requirement	Description	Status	Compliance Date
Accessibility Reports	UCU shall complete and file the accessibility report every three years or as required by law.	Compliant (ongoing)	January 1, 2014