

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA) INTEGRATED

ACCESSIBILITY STANDARDS – Multi Year Plan for OPPA Credit Union Limited

Part I – GENERAL REQUIREMENTS

Initiative	Description	Status
Establishment of Accessibility Policies	OPPA Credit Union has developed, implemented and will maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in the AODA Regulation.	Compliant
Accessibility Plans	OPPA Credit Union has established, implemented and will maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the AODA Regulation; Post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and review and update the accessibility plan at least once every five years.	January 1, 2017 Updated: November 23, 2022
Self-Serve Kiosks	OPPA Credit Union will consider the needs of people with disabilities and incorporate accessibility features when designing, procuring, or acquiring self-service kiosks going forward.	
Training	OPPA Credit Union will ensure that training is provided and documented on the requirements of the accessibility standards referred to in the AODA Regulation and on the Human Rights Code as it pertains to persons with disabilities to: employees, volunteers, those who participate in developing the organization's policies; and all other persons who provide goods, services or facilities on behalf of the organization.	Compliant

PART II – Information and Communications Standards

Initiative	Description	Status
Feedback	OPPA Credit Union ensures a process is in place for receiving and responding to feedback to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Compliant
Accessible Formats & Communication Supports	OPPA 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.	Compliant
Accessible Websites & Web Content	OPPA Credit Union’s website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA in accordance with the set schedule in this section. New internet websites and web content to conform by: All internet websites and web content must conform with WCAG 2.0 Level AA other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded) by:	Level A Compliant January 1 2014 Level AA Compliant January 2021 Reviewed: Nov 23, 2022

PART III – Employment Standard

Initiative	Description	Status
Recruitment – General	OPPA Credit Union will provide notification to employees and the public about the availability of accommodation for applicants with disabilities in recruitment processes.	Complete
Recruitment, Assessment or Selection Process	OPPA Credit Union will 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. 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.	Complete
Notice to Successful Applicants	OPPA Credit Union will provide notification to successful applicants of policies for accommodating employees with disabilities when offering employment.	Complete

Informing Employees of Supports	OPPA Credit Union will inform new and existing employees of policies used to support employees with disabilities, including provision of job accommodations that take into account an employee's accessibility needs due to disability. Notify employees when a change in policy is made.	Complete
Individual Accommodation Requests	OPPA Credit Union will incorporate individual accommodation and accessibility needs when managing an employee's performance and when providing career development and advancement to employees with disabilities.	

Accessible Formats & Communication Supports for Employees	OPPA Credit Union will provide an employee with a disability so requests it, will consult with the employee to provide or arrange for a suitable 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.	Complete
Workplace Emergency Response Information	Provide for the specific needs of employees with disabilities in an emergency situation. All employees will complete a Workplace Emergency Response form to provide employer notification of need for accommodation due to employee's disability.	Complete
Documented Individual Accommodation Plans	Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.	Complete
Return to Work Process	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 in order to return to work. Create individualized plan and document the process.	Complete
Performance Management	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using a performance management process in respect of employees with disabilities.	Complete
Career Development & Advancement	When providing career development and advancement to its employees will take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans.	Complete
Redeployment	Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Complete