

1. Purpose

The purpose of this Accessibility Customer Service Management Standard (the “**Standard**”) is to set out the requirements for compliance with Central 1’s accessibility strategy to prevent and remove barriers and comply with O. Reg. 191/11: Integrated Accessibility Standards and the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”).

This Standard applies to Central 1 Credit Union and its subsidiaries, as well as all their employees, contractors, and directors.

This Standard is subject to the [Governing Conditions](#) which forms part of this document and must be read in conjunction with the [People & Culture Policy](#) and its other associated Management Standards.

2. Introduction

Central 1 is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equality of opportunity. **Barriers** are defined as anything that prevents a person with a disability from fully participating in one or more aspects of society because of their disability and may include a physical, architectural, information, communications, attitudinal, technological, policy, or practice barrier. For the purposes of this Standard, **Disability** means:

- any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Central 1 is also committed to giving persons with disabilities the same opportunity to access its goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other members of the public. Central 1 is committed to meeting the accessibility needs of persons with disabilities in a timely manner.

Central 1 will use reasonable efforts to ensure that the goods and services are provided to persons with disabilities and are integrated with the provision of goods and services to others unless an alternate measure is necessary to allow a person with a disability to obtain, use or benefit from Central 1’s goods and/or services. The alternate measure may be temporary or permanent.

3. Training

Employees (paid and unpaid, full-time, part-time and contract positions) of Central 1, volunteers with Central 1, all persons who participate in developing Central 1’s policies and all other persons who provide goods or services on behalf of Central 1, must receive training on the following topics (as applicable):

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- the purpose and requirements of the *Accessibility for Ontarians with Disabilities Act, 2005*, and O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS, and complying with the foregoing legislation;
- how to interact and communicate with persons with various types of disabilities and the common myths associated with each type of disability;
- how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- how to use equipment or devices provided by Central 1 that may help with the provision of goods or services to a person with a disability;
- what to do if a person with a particular type of disability is having difficulty accessing Central 1's goods or services;
- how to use any equipment or devices available at Central 1 that may help in serving people with disabilities;
- examples of potential customer service challenges and barriers in the workplace; and
- how to provide effective customer service to persons with disabilities.

Training is mandatory for all Ontario employees. Training must be provided to all new employees as part of the orientation process and must be available to all existing employees who have not successfully completed the training.

Re-training must be provided on an on-going basis in connection with any changes to Central 1's practices and procedures governing the provision of goods or services to persons with disabilities.

Central 1 must keep records of the training provided, including the dates on which the training is provided and the number of individuals to whom it is provided.

4. Providing Goods and Services to Persons with Disabilities

a. Communication

When communicating with a person with a disability, Central 1 will do so in a manner that considers the person's disability. Central 1 must train staff who communicate with customers on how to interact and communicate with people with various types of disabilities. For all information generally available to employees and needed for an employee's job, Central 1 must provide or arrange for the provision of accessible formats (an alternative format that is accessible to persons with disabilities including, but not limited to, large print, recorded audio and electronic formats, braille) and communication supports at the request of an employee with disability. Communication supports include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications. Central 1 will consult with the employee making the request in determining the suitability of an accessible format or communication support.

b. Assistive Devices

The use of assistive devices by persons with disabilities to obtain, use, or benefit from Central 1's goods or services is permitted unless otherwise prohibited by law. Assistive devices owned and operated by Central 1 may be available for use by persons with disabilities. Central 1 must train its staff on how to use the assistive devices available on Central 1's premises and on the other assistive devices that may be used by customers with disabilities while accessing Central 1's goods or services.

c. Support Persons

Persons with disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public when accessing goods and services provided by Central 1. If a person with a disability is accompanied by a support person, Central 1 must ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

Central 1 may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a disability.

Central 1 must train staff how to interact with persons with disabilities requiring the assistance of a support person. Support persons will adhere to the same information and physical security standards as employees of Central 1.

d. Service Animals

Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises that are open to the public when accessing goods and services provided by Central 1, unless the animal is excluded by law from the premises.

In the event that a service animal is prohibited by law from the premises, Central 1 must ensure that other measures are available to enable the person with a disability to obtain, use or benefit from Central 1's goods and services.

Central 1 must train its staff on how to interact with persons with disabilities who require the assistance of a service animal.

5. Service Disruptions

In the event of a planned or otherwise temporary service disruption to facilities, services or systems that are relied upon by persons with disabilities to access Central 1's goods or services, notice of the disruption shall be provided in advance by posting a notice in a visible place on the premises or on Central 1's website or any other method as is reasonable in the circumstances. Notices will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities, services or systems (if any) that may be available.

6. Feedback Process

Central 1 must ensure that processes for receiving and responding to feedback are accessible to persons with disabilities. These processes must therefore be available in accessible formats or use communication supports, upon request. These provisions must be arranged in a timely manner, taking into consideration the nature of the person's disability, at no more than the regular cost charged to other persons. All such correspondence must be logged. For the purposes of this section, feedback includes (a) feedback about the manner in which Central 1 provides goods, services or facilities to persons with disabilities; and (b) feedback about whether Central 1's feedback process complies with the requirements of applicable accessibility legislation. Feedback may be provided to an HR representative:

- in person;
- by telephone/TTY;
- in writing;
- by email; or
- by any other communication technology as required.

All questions and concerns received by Central 1 will generally be acknowledged within two business days from the date of receipt. Response time to the feedback will depend on the issue, but Central 1 strives to provide a response within 15 business days unless there are extenuating circumstances involved. Questions and concerns may be emailed to humanresources@central1.com or mailed to:

Central 1 Credit Union
Attn: Human Resources
1441 Creekside Drive,
Vancouver BC, V6J 4S7

Central 1 Credit Union
Attn: Human Resources
2810 Matheson Blvd E
Mississauga ON, L4W 4X7

7. Availability of Documents in Alternate Format

If Central 1 is required to provide a copy of a document in an alternate format to a person with a disability, Central 1 must take into consideration the person's disability and provide that document in an appropriate format. Central 1 and the person with a disability will agree on the format that will be used. Accessible formats and communication support must be provided in a timely manner and at a cost that is not more than the regular costs charged to other people. This requirement does not apply to products and product labels, information that Central 1 does not directly or indirectly control through a contract, and information that cannot be converted. When it is not possible to convert the information, Central 1 must provide the person with disability with an explanation as to why the information is unconvertible and summary of such information.

8. Employment and Recruitment Requirements

Central 1 must inform applicants (as well as its employees and the public) that accommodations will be provided for those applicants with disabilities in Central 1's recruitment process. During the recruitment process, Central 1 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 during recruitment. If a selected applicant requests an accommodation, Central 1 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. Central 1 will, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

Central 1 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. Central 1 will provide the information required under this paragraph to new employees as soon as practicable after they begin their employment. Central 1 will 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 required, and if Central 1 is aware of the disability, Central 1 must provide, as soon as practicable, individualized workplace emergency response information to employees with a disability based on the nature of the disability. These individualized emergency response plans must be documented and reviewed by Central 1:

- when the employee moves to a different location within Central 1;
- when the employee's overall accommodation needs or plans are reviewed; and
- when Central 1 reviews its general emergency response policies and procedures.

Central 1 must develop, document and have in place a return-to-work process for employees who have been absent from work due to a disability and require accommodations in order to return to work.

In respect of employees with disabilities, Central 1 must consider accessibility needs and individual accommodation plans during career development and advancement, redeployment, and performance management processes.

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a. Workplace Emergency Response Information

Central 1 must provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Central 1 is aware of the need for accommodation due to the employee's disability. Central 1 must provide this information as soon as reasonable after becoming aware of the need for accommodation. Where the employee requires assistance, Central 1 will, with the consent of the employee, provide the workplace emergency response information to the person designated by Central 1 to aid the employee. Central 1 will review the individualized workplace emergency response information when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed and when the employer reviews its general emergency response procedures.

b. Documented Individual Accommodation Plans

Central 1 must develop and maintain a written process for the development of documented individual accommodation plans for employees with disabilities. If requested, information regarding accessible formats and communication supports provided will also be included in individual accommodation plans. The process for the development of documented individual accommodation plans must include the following elements:

- the manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan;
- the way by which the employee is assessed on an individual basis;
- the way in which Central 1 can request an evaluation by an outside medical or other expert, at Central 1's expense, to assist in determining if accommodation can be achieved and, if so, how accommodation can be achieved;
- the manner in which the employee can request the participation of a representative from the workplace of their choosing in the development of the accommodation plan;
- 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; and
- the means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

In addition, the plans will include individualized workplace emergency response information and will identify any other accommodation that is to be provided.

c. Return-to-Work Process

Central 1 must have in place a documented return-to-work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. The return to work process must outline the steps Central 1 will take to facilitate the individual's return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return-to-work process created by or under any statute other than the AODA.

d. Performance Management, Career Development, and Advancement and Redeployment

Central 1 must take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to employees, or when redeploying employees.