

## AODA Multi-Year Accessibility Plan

### Introduction

DUCA Financial Services Credit Union Ltd. (DUCA) strives to meet the needs of its employees and Members with disabilities and is working hard to remove and prevent barriers to accessibility.

DUCA is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA). This accessibility plan outlines the steps DUCA is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how DUCA will play its role in making Ontario an accessible province for all Ontarians.

Required Compliance Date	Standard	Requirement	Actions	Status
2012	Customer Service	Establish Policies & Procedures	An Accessible Customer Service policy was created and published on DUCA's website in 2011.	Complete
		Provide accessible customer service	<p>DUCA welcomes service animals and support persons accompanying individuals with disabilities to all public locations.</p> <p>Training was provided to ensure employees knew how to interact with individuals with disabilities who are accompanied by either a service animal or support person.</p> <p>DUCA will make every effort to communicate with and provide customer service to persons with disabilities in ways that take into account their disability.</p>	Complete & Ongoing

		Provide training	Training related to the Customer Service Standard was provided to all employees beginning in 2011.	Complete
		Create an accessible feedback process	DUCA created a feedback process, detailed on its website, that allowed for multiple ways of submitting feedback.	Complete
	Information & Communications	Provide emergency information in an accessible format when asked	Where needed, DUCA has provided publicly available emergency information in accessible formats.	Complete & Ongoing
	Employment	Create workplace emergency plans for employees with disabilities	Where needed, DUCA has created individualized workplace emergency plans for employees with disabilities.  This process is embedded in our Individual Accommodation Plans and will be formally incorporated in our Occupational Health and Safety Program in 2018.	Complete & Ongoing
2014	Integrated Accessibility (IASR) General	Create and publish policies and a multi-year accessibility plan	DUCA updated and published its accessibility policy incorporating all requirements under the IASR.  DUCA's accessibility policy is posted on our external website, employee intranet site, and made available to new employees during the onboarding process.  A multi-year plan was created for internal use initially and is now published on our website.  The multi-year plan will be reviewed and updated on an annual basis.	Complete & Ongoing
		Consider accessibility when purchasing or designing self-service kiosks	DUCA considers accessibility requirements when purchasing new or redesigning existing self-service kiosks.	Complete & Ongoing

		File an Accessibility Compliance Report	DUCA filed an Accessibility Compliance Report by the end of 2014 as required.	Complete
	Information & Communications	Ensure new and refreshed websites and web content conform with WCAG 2.0 Level A	<p>DUCA has worked with its 3<sup>rd</sup>-party vendor to confirm that our website was compliant at the time it was implemented.</p> <p>DUCA is reviewing options to conduct a formal audit to confirm that all changes post-implementation have maintained this compliance status.</p>	Complete & Ongoing
2015	IASR General	Provide training to employees, volunteers, and managers on all AODA standards	<p>All DUCA employees, managers, and volunteers were provided with training on all AODA standards. Managers were provided with additional training to recognize their increased responsibilities.</p> <p>All new employees and managers are provided with appropriate training within two weeks of commencing employment.</p> <p>Training will be repeated on a regular basis for all employees, managers, and volunteers.</p>	Complete & Ongoing
	Information & Communications	Make all feedback processes accessible when asked	Internal and external feedback can be submitted in multiple ways.	Complete & Ongoing
2016	Information & Communications	Ensure publicly available information is accessible when asked	DUCA is committed to providing all publicly available information in an accessible format as needed.	Complete & Ongoing
	Employment	Make employment practices more accessible	<p>DUCA is committed to making all employment practices more accessible.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• Recruitment</li> <li>• Performance management</li> <li>• Career development</li> </ul>	Complete & Ongoing

			<ul style="list-style-type: none"> <li>• Redeployment</li> </ul> <p>DUCA makes applicants for employment and employees aware of accommodations available during recruitment and while employed with DUCA.</p> <p>Individuals are made aware of the availability of accommodations via job postings, in email communications, during interviews, and in employment offers.</p> <p>Accessibility needs are taken into account during employee performance reviews and plans, career development programs, and redeployment processes.</p>	
		Document processes for developing individual accommodation and return-to-work plans	Processes for Individual Accommodation and Return-to-Work Plans are documented and published via DUCA's intranet site.	Complete
2017	Design of Public Spaces	Make new or redeveloped public spaces accessible	<p>DUCA is committed to ensure all new or redeveloped/renovated public spaces are accessible, including:</p> <ul style="list-style-type: none"> <li>• Outdoor paths of travel</li> <li>• Parking lots</li> <li>• Service counters</li> <li>• Fixed waiting lines, if applicable</li> <li>• Waiting areas with fixed seating, if applicable</li> </ul> <p>DUCA will ensure procedures are in place for preventative and emergency maintenance of accessible elements in our public spaces.</p>	Complete & Ongoing

	IASR General	File an Accessibility Compliance Report	DUCA filed an Accessibility Compliance Report by the end of 2017 as required.	Complete
2018 - 2021	IASR General	File an Accessibility Compliance Report	To be filed by end of 2020 as required	
	Information & Communications	Make all websites and web content conform with WCAG 2.0 Level AA (excluding live captioning and audio description)	DUCA is committed to having a fully compliant website by January 1, 2021.	

### For More Information

For more information on this accessibility plan, please contact DUCA's People & Culture department at [hr@duca.com](mailto:hr@duca.com).

Information regarding DUCA's accessibility policy can be found on [www.duca.com](http://www.duca.com).

Feedback may be provided in person, by telephone, in writing, by email, or in an alternate format upon request. DUCA's public website contains contact information on the Contact Us page. All feedback related to accessibility should be directed to the People & Culture department.

Standard and accessible formats of this document are free upon request.