

Multi-Year Accessibility Plan

This 2014-21 accessibility plan outlines the policies and actions that the CPA will put in place to improve opportunities for people with disabilities.

Statement of Commitment

The CPA 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. *Please note that transportation is not included within our plan as it does not pertain to our environment.*

Accessibility Requirement	The CPA Implementation Plan			
	Individual(s)/ Department Responsible	Steps/ Action Plan	Due Date	Results
General Responsibilities				
Accessibility Policies: <ul style="list-style-type: none"> The CPA will develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. Policies will include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies Policies will be publicly available and, on request, provide them in an accessible format 	Human Resources	Work with a 3 rd party consultant to assist with the development of legislatively compliant policies and practices	January 2012	Completed Posted on the website: https://www.payroll.ca/About/Governance-Compliance/aoda/Accessibility_Policy_October_2014_EN.aspx

Accessibility Requirement	<i>The CPA Implementation Plan</i>			
	Individual(s)/ Department Responsible	Steps/ Action Plan	Due Date	Results
<p>Accessibility Plan</p> <p>The CPA will establish, implement, maintain and document a multi-year accessibility plan.</p> <ul style="list-style-type: none"> • Develop a multi-year accessibility plan • 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. 	Human Resources/ Accessibility Coordinator	Work with a 3 rd party consulting to develop CPA multi-year accessibility plan to address the requirements to be met between 2014 and 2021	January 2014	<p>Completed</p> <p>Posted on the website:</p> <p>https://www.payroll.ca/About/Governance-Compliance/aoda/Multi Year Accessibility Plan CPA EN.aspx</p>
<p>Training</p> <p>To CPA will provide training to all employees, volunteers, persons participating in developing policies and all others who provide goods, services or facilities on behalf of the organization:</p> <ul style="list-style-type: none"> • Human Rights Code as it pertains to persons with disabilities • Accessibilities Standards in the regulation as it relates to the assigned duties of the above • On-going training based on changes to policies <p>The CPA will keep a record of training, electronic through online training that includes date provided and number of attendees</p>	Human Resources	Will work with a 3 rd consultant to develop and deliver training to all employees and subject matter experts	January 2015	<p>Completed</p> <p>Ongoing training provided to new employees and volunteers</p>

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Information & Communication Standards				
Feedback Process <ul style="list-style-type: none"> The CPA will develop a process for receiving and responding to feedback. The process must be accessible, typically this includes offering multiple ways to provide the feedback or arranging for alternates if requested. The CPA will notify the public about the availability of accessible formats and communications supports with respect to the feedback process. 	Human Resources	Work with a 3 rd party consultant to design a complaint feedback process	January 2012	Completed Posted on the website https://www.payroll.ca/About/Governance-Compliance/aoda
Accessible Formats and Communication Support <ul style="list-style-type: none"> Upon request, the CPA will provide or arrange to provide accessible formats and communication supports for persons with disabilities: <ul style="list-style-type: none"> In a timely manner that takes into account the person's accessibility needs; At a cost that is no more that the regular cost charged to other persons. The CPA will consult with the person making the request to determine the suitability of an accessible format or communication support. 	Human Resources	Work with a 3 rd party consulting to develop practices and solutions for accessible formats	January 2012	Completed Continuous based on requests

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<p>Emergency Procedure, Plans and Public Safety Information</p> <p>If emergency procedures and public safety information are available to the public – we will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	Human Resources/ Management	The CPA isn't readily open to the public, the main entrance is locked and requires someone to buzz in. Employees meeting with members and visitors must sign them in and take accountability for their safety, including explanation and support in the event of evacuation.	January 2016	Continuous based on requests
<p>Accessible Websites and Web Content</p> <p>Internet websites 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, and shall do so in accordance with the schedule set out in this section.</p> <ul style="list-style-type: none"> • By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A. • By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA, other than, <ul style="list-style-type: none"> i. success criteria 1.2.4 Captions (Live), and ii. success criteria 1.2.5 Audio Descriptions (Pre-recorded). <p><i>“new internet website” means either a website with a new domain name or a website with an existing domain name undergoing a significant refresh;</i></p> <p><i>“Web Content Accessibility Guidelines” means the World Wide Web Consortium Recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines (WCAG) 2.0”</i></p>	Webmaster	<p>The CPA will ensure that any new websites and content will conform to guidelines.</p> <p>Website that are not new and do not meet the definition will be updated in accordance with SCAG 2.0 Level AA</p>	<p>January 2014</p> <p>January 2021</p>	Ongoing based on website changes

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<p>Educational and Training Resources or Materials</p> <ul style="list-style-type: none"> Provisions within this section only apply to the set organizations. <p>For the purposes of this requirement, an obligated organization is an educational or training institution if it falls into one of the following categories:</p> <ol style="list-style-type: none"> It is governed by the Education Act or the Private Career Colleges Act, 2005. It offers all or part of a post-secondary program leading to a degree pursuant to a consent granted under the Post-secondary Education Choice and Excellence Act, 2000. It is a designated public sector organization described in paragraph 3 or 4 of Schedule 1. It is a public or private organization that provides courses or programs or both that result in the acquisition by students of a diploma or certificate named by the Minister of Education under paragraph 1 of subsection 8 (1) of the Education Act. It is a private school within the meaning of the Education Act. 	Not Applicable	<p>The CPA is not an educational or training institution.</p> <p>Members and/or participants of our conferences or programming can discuss accommodation needs with the CPA, so that we are able to reduce and eliminate barriers related to accessibility.</p>	N/A	N/A

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Customer Service Standards				
<p>Qualifying a Service Animal</p> <p>In the event that an individual visiting or accessing services from The CPA requires the use of a Service Animal, the following guidelines will be used:</p> <ul style="list-style-type: none"> • The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or • the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability. <p>Approved Regulated Health Professionals:</p> <ol style="list-style-type: none"> A member of the College of Audiologists and Speech-Language Pathologists of Ontario. A member of the College of Chiropractors of Ontario. A member of the College of Nurses of Ontario. A member of the College of Occupational Therapists of Ontario. A member of the College of Optometrists of Ontario. A member of the College of Physicians and Surgeons of Ontario. A member of the College of Physiotherapists of Ontario. A member of the College of Psychologists of Ontario. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. 	Human Resources, Leadership	Human Resources and/or Management will align to qualification standards, if/when a Service Animal is present	January 2012, updated in August 2016	Continuous based on individual requirements

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<p>Policy Development</p> <p>The CPA will develop, implement and maintain policies related to the provision of goods, services or facilities that is consistent with dignity and independence, integration, equal opportunity.</p> <ul style="list-style-type: none"> • Instructions on how to interact and communicate with customers with various types of disabilities; • Instructions on how to interact with people with disabilities who use assistive devices; require the assistance of a guide dog, service animal or service dog; or require the use of a support person; • Instructions on how to use equipment or devices that are available at your premises or that may assist customers with disabilities; • Instructions on what to do if a customer with a disability is having difficulty accessing your services; • Policies, procedures and practices surrounding the legislation. 	Human Resources	Work with a 3 rd party consultant to assist with the development of legislatively complaint policies and practices	January 2012	<p>Completed</p> <p>Posted on website: https://www.payroll.ca/About/Governance-Compliance/aod/Accessible_Customer_Service_Policy.aspx</p>
<p>Availability of Policy</p> <ul style="list-style-type: none"> • On request, shall give a copy of any such document to any person. • shall notify persons to whom it provides goods, services or facilities that the documents are available on request. <p>Appropriate notification includes:</p> <ol style="list-style-type: none"> by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. 	Human Resources	Work with a 3 rd party consultant to assist with the development of legislatively complaint policies and practices	January 2012	<p>Completed</p> <p>Policies posted on website www.payroll.ca</p> <p>As well as individuals can request a copy or an accessible format</p>

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<p>Notice of temporary disruptions</p> <p>If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, The CPA will give notice of the disruption to the public. Notice must include:</p> <ul style="list-style-type: none"> • the reason for the disruption, • its anticipated duration, and • a description of alternative facilities or services, if any, that are available. <p>Prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person.</p>	Human Resources	<p>Work with a 3rd party consultant to assist with the development of legislatively complaint policies and practices.</p> <p>The CPA is located at 250 Bloor Street East and does not own the main facilities/ building. The facilities include multiple elevators, in the event of a service disruption members and visitors with scheduled appointments be contacted.</p>	January 2012	<p>Posted on the website https://www.payroll.ca/About/Governance-Compliance/aoda</p>
<p>Training</p> <ul style="list-style-type: none"> • All employees and volunteers; • All other persons who provide goods, services or facilities on behalf of the CPA; and • All persons who participate in developing the CPA's policies. <p>Training will include:</p> <ol style="list-style-type: none"> Information on AODA and the Integrated Standards; Providing service with dignity, independence, Integration and equal opportunity; Provisions of goods and services to persons with disabilities; The use of assistive devices; The use of guide dogs, service animals and service dogs; The use of support persons; Notice of service disruptions; and Customer feedback. 	Human Resources	Work with a 3 rd consultant to deliver onsite and online training to all employees and subject matter experts	January 2012	<p>Completed</p> <p>Ongoing online training provided to new employees and volunteers</p>

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<i>Design of Public Spaces Standard</i>				
<p>Accessible Parking</p> <p>Ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain; the off-street parking facilities meet the requirements</p>	Not applicable	The CPA is located at 250 Bloor Street East. The building maintains parking garages and lots in accordance with building codes.	N/A	N/A
<p>Obtaining Services</p> <p>Organizations shall meet the requirements set out in this Part in respect of the following:</p> <ol style="list-style-type: none"> 1. All newly constructed service counters and fixed queuing guides. 2. All newly constructed or redeveloped waiting areas. <p>For the purposes of this Part, requirements for obtaining services in respect of service counters, fixed queuing guides and waiting areas apply whether the services are obtained in buildings or out-of-doors.</p>	Not Applicable	The CPA does not have plans to renovate or build new service counters	N/A	Accessibility and integration is a priority for the Canadian Payroll Association and as such we will partner with all visitors to remove barriers and increase accessibility

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<p>Service counters</p> <p>When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <ol style="list-style-type: none"> 1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters. 2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters. <p>The service counter that accommodates mobility aids must meet the following requirements:</p> <ol style="list-style-type: none"> 1. The countertop height must be such that it is usable by a person seated in a mobility aid. 2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required. 3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid 	Not Applicable	The CPA does not have plans to renovate or build new service counters	N/A	<p>Accessibility and integration is a priority for the Canadian Payroll Association and as such we will partner with all visitors to remove barriers and increase accessibility</p>

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<p>Fixed queuing guides</p> <p>When constructing new fixed queuing guides, the following requirements must be met:</p> <ol style="list-style-type: none"> 1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices. 2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction. 3. The fixed queuing guides must be cane detectable. <p>Waiting areas</p> <p>When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.</p> <p>Accessible seating is a space in the seating area where an individual using a mobility aid can wait.</p>	Not Applicable	<p>The CPA has a large welcoming entrance with the ability to move chairs and/or adjust the waiting area to ensure integration and accessibility.</p> <p>The CPA will ensure that standards are achieved in the event of renovation or significant changes to the welcoming/ waiting area.</p>	N/A	<p>Accessibility and integration is a priority for the Canadian Payroll Association and as such we will partner with all visitors to remove barriers and increase accessibility</p>

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Employment Standards				
<p>Recruitment, Assessment or Selection Process</p> <ul style="list-style-type: none"> During a recruitment process, the CPA 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. If a selected applicant requests an accommodation, the CPA will 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. <p>Notice to Successful Applicants</p> <p>Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	Human Resources	Will work with a 3 rd consultant to review and update CPA existing processes to ensure compliance with AODA	January 2016	<p>Completed</p> <p>Continuous based on requests</p> <p>Included in offer of employment letter</p>
<p>Informing Employees of Supports</p> <p>The CPA 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.</p> <p>The CPA will provide the information related to the AODA and accommodation to new employees as soon as practicable after they begin their employment.</p> <p>The CPA 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.</p>	Human Resources	<p>CPA will provide new employees with accommodation information.</p> <p>Ongoing education and guidance will be provided to all employees to maintain awareness of policies, legislation, as well as the available supports</p>	January 2016	<p>Completed</p> <p>Continuous based on requests and/or policies/practices changes</p> <p>Please see Employee Accommodation in the Canadian Payroll Association Employee Handbook</p>

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<p>Accessible Formats and Communication Supports for Employees:</p> <p>Where an employee with a disability so requests it, the CPA will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> • information that is needed in order to perform the employee's job; and • information that is generally available to employees in the workplace. <p>The CPA consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	Human Resources	Will work with a 3 rd consultant to review and update CPA existing processes to ensure compliance with AODA		
<p>Workplace Emergency Response Information</p> <p>The CPA 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 CPA is aware of the need for accommodation due to the employee's disability.</p> <p>If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the CPA will provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>The CPA 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>The CPA review the individualized workplace emergency response information,</p> <ul style="list-style-type: none"> • 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 policies. 	Human Resources/ Management	Work with a 3 rd party consultant to design policies and practices that are complaint and accessible.	January 2012	<p>Completed</p> <p>Continuous based on requests and/or awareness for accommodation</p>

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<p>Documented Individual Accommodation Plans</p> <p>The CPA shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p> <p>The process for the development of documented individual accommodation plans will include the following elements:</p> <ol style="list-style-type: none"> 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. <p>Individual accommodation plans will:</p> <ol style="list-style-type: none"> a) if requested, include any information regarding accessible formats and communications supports provided, b) if required, include individualized workplace emergency response information, c) identify any other accommodation that is to be provided. 	Human Resources/ Management	<p>Will work with a 3rd consultant to:</p> <ul style="list-style-type: none"> • review and update CPA existing accommodation processes to ensure compliance with AODA. • to develop a written process for IAP • to prepare a communication strategy to communicate obligation to all employees 	January 2016	<p>Completed</p> <p>Continuous based on requests and individual needs</p> <p><i>Please see Employee Accommodation in the Canadian Payroll Association Employee Handbook</i></p>

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<p>Return to Work Process</p> <p>The CPA will 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 will document the process.</p> <p>The return to work process will:</p> <ul style="list-style-type: none"> • outline the steps the CPA 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 documented individual accommodation plans as part of the process. <p>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>	Human Resources/ Management	Will work with a 3 rd consultant to review and update CPA existing process to ensure compliance with AODA	January 2016	<p>Completed</p> <p>Continuous based on requests and individual needs</p> <p><i>Please see Employee Accommodation in the Canadian Payroll Association Handbook</i></p>
<p>Performance Management</p> <p>An employer that uses performance management in respect of its employees 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.</p> <p>“performance management” means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.</p>	Human Resources/ Management	Will work with a 3 rd consultant to implement and take into account the accessibility needs of individuals with disabilities, as well as accommodation needs with regard to performance management	January 2016	<p>Completed</p> <p>Continuous based on requests and individual needs</p> <p><i>Please see Employee Performance Reviews in the Canadian Payroll Association Employee Handbook</i></p>

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<p>Career Development and Advancement An employer that provides career development and advancement to its employees 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.</p> <p>“career development and advancement” includes providing additional responsibilities within an employee’s current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.</p>	Human Resources/ Management	Will work with a 3 rd consultant to review and update CPA existing process to incorporate AODA requirements.	January 2016	<p>Completed</p> <p>Continuous based on requests and individual needs</p> <p><i>Please see Professional Development in the Canadian Payroll Association Employee Handbook</i></p>
<p>Redeployment An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p> <p>“redemption” means the reassignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.</p>	Human Resources/ Management	Will work with a 3 rd consultant to review and update CPA redeployment processes for possible barriers and revise as necessary to incorporate AODA requirements	January 2016	<p>Completed</p> <p>Continuous based on internal changes</p>



Review and Update

This document was created in September 2014. The plan is reviewed continuously to ensure alignment with identified timelines. At minimum the plan will be formally reviewed and updated at least once every five (5) years.

Formal review and update completed on: September 16, 2019

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Signature

Date