

1. PURPOSE:

CPA Canada is committed to accessibility and establishing a barrier-free environment. This Policy outlines how CPA Canada will meet the requirements of all applicable legislation in the jurisdictions it operates within, including the Accessibility for Ontarians with Disabilities Act (AODA) as well as the Accessibility for Manitobans Act (AMA).

In fulfilling its mandate, CPA Canada strives to ensure that all people have equitable and barrier-free access to our premises, products, programs, services and employment practices.

2. SCOPE:

This Policy applies to all employees, volunteers and contractors of CPA Canada.

3. COMMITMENT:

CPA Canada supports the principles of accessibility and is committed to meeting the requirements of applicable regulations. CPA Canada will work to identify, prevent and remove barriers to accessibility and to provide fair and effective accommodation for people with disabilities. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner.

CPA Canada is committed to meeting its current and ongoing obligations under the applicable Human Rights legislation respecting non-discrimination and accommodation.

4. POLICY:

CPA Canada is committed to meeting all applicable legislative requirements including workplace emergency response plans, fair and accessible employment practices, reasonable and effective accommodation, accessible information, communication and customer service.

Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity for all stakeholders.

5. PRINCIPLES:

CPA Canada is committed to excellence in serving all stakeholders including persons with disabilities, and will carry out its functions and responsibilities to ensure that policies, practices and procedures are consistent with the following principles:

- Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Persons with disabilities are provided opportunities equal to that of persons without disabilities to obtain, use or benefit from goods, services, programs and employment.
- Goods and services for people with disabilities are provided in the same way as those for people without disabilities, unless an alternative measure is necessary.
- To ensure the best possible service, CPA Canada encourages two-way dialogue and welcomes persons with disabilities to communicate their need for accommodation or assistance.

6. PROCEDURES:

Multi-Year Accessibility Plan

CPA Canada has developed and will maintain a Multi-Year Accessibility Plan (“**Accessibility Plan**”) pursuant to the AODA that sets out CPA Canada’s strategy for preventing and removing accessibility barriers from its workplace. The Accessibility Plan will be reviewed and updated at least once every five years.

Customer Service

CPA Canada is committed to excellence in servicing all customers including people with disabilities. Please refer to our Customer Service Policy for details about how CPA Canada will deal with the following:

- Communication and Feedback
- Assistive Devices
- Support Animals
- Support Persons
- Notice of Temporary Disruption
- Training under the Customer Service Standard

Feedback Process

CPA Canada’s goal is to meet customer expectations while serving customers with disabilities. CPA Canada welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided by emailing CPA Canada at accessibility@cpacanada.ca or by phone at 1-800-268-3793. All feedback, including complaints, will be addressed in a timely manner. CPA Canada ensures our feedback is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Training

CPA Canada will provide training to all its employees and volunteers. Anyone who participates in developing the organization’s policies and all other persons who provide goods, services or facilities on behalf of the CPA Canada, will also be trained on accessibility standards and on the applicable Human Rights Code as it relates to people with disabilities. Training will also be included as part of onboarding for all new hires. The training provided will take into consideration and be appropriate to the duties of those receiving the training.

Records of the training provided will be maintained and will include: (i) the dates on which training was provided and (ii) the details of individuals to whom training was provided.

Employment

CPA Canada notifies employees, job applicants and the public that accommodations can be made during recruitment and hiring. CPA Canada notifies job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

CPA Canada notifies successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify employees that supports are available for those with disabilities as soon as practicable after they begin their employment. CPA Canada also provides updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers their accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically 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

Where needed, CPA Canada will also provide customized emergency information to help an employee with a disability during an on-site emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an on-site emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

CPA Canada will 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 employer reviews its general emergency response policies.

CPA Canada has a written process to develop individual accommodation plans for employees, as well as written process for employees who have been absent from work due to a disability and require disability-related accommodations to return to work.

CPA Canada's performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Information and Communications

CPA Canada has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. When asked, CPA Canada will provide information about the organization and its services, including public safety information, in accessible formats or with communication supports. This information will be provided in a timely manner, taking into account the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.

CPA Canada communicates with people with disabilities in ways that take into account their disability. This may include the following:

- Training employees and volunteers on how to interact and communicate with persons with disabilities guided by the principles of dignity, independence and equality.

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- Persons with disabilities will be offered alternative communication formats that will meet their needs as promptly as feasible.
- Documents will be provided to stakeholders in an alternative format such as large print or a text-only electronic file that can be read by an assistive technology.
- If telephone communication is not suitable for a stakeholder's needs, alternative forms of communication will be offered.
- In the event that a planned temporary service disruption occurs that would limit a person with a disability from gaining access to CPA Canada's goods or services, CPA Canada will make the disruption known to stakeholders via messages posted on CPA Canada's website, and/or social media platforms, and/or noticed posted in the building/office regarding disruption of access to meeting rooms or other facilities.

CPA Canada notifies the public that documents related to accessible customer service are available upon request by posting a notice on CPA Canada's website. CPA Canada will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner, and, at no additional cost.

CPA Canada meets internationally-recognized Web Content Accessibility Guidelines (WCAGO) 2.0 Level AA website requirements in accordance with applicable laws.

7. DEFINITIONS:

Accessible format: May include, but not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Communication supports may be used to access information or improve communication effectiveness. Supports may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.

Information: Includes data, facts, and knowledge that exists in any format, including text, audio, digital, or images, and conveys meaning.

Career development and advancement: Additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization or any combination of them. Both additional responsibilities and employee movement are usually based on merit, seniority, or a combination of both.

Performance management: Activities related to assessing and improving employee performance, productivity, and effectiveness with the goal of facilitating employee success.

Redeployment: 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.

8. WHERE TO GET SUPPORT:

This document is publicly available. Accessible formats are available upon request. If you have questions, please contact People and Culture at peopleandculture@cpacanada.ca.

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9. VERSION CONTROL:

Effective Date (First Version)	Version 1 – April 2017
Amended Date (Current Version)	Version 1.3 – November 2023
Owner	People and Culture

10. DOCUMENT REVIEW AND SIGN OFF:

Approver Name	Andrea Venneri
Signature	
Date	December 2023