



Libro Credit Union – Integrated Accessibility Standards – Multi Year Plan

Libro Credit Union is committed to providing a safe, supportive, and respectful environment that provides accessible service in a manner that respects the dignity and independence of persons with disabilities. We are committed to providing quality services that meet the accessibility needs of persons with disabilities in a timely manner.

Along with this commitment, Libro has developed a multi-year accessibility plan that outlines our strategy to prevent and remove barriers. Libro is dedicated to meeting the accessibility requirements under the Integrated Accessibility Standards Regulations (the “IASR”) of the Accessibility for Ontarians with Disabilities Act (“AODA”)

Compliance Date	Requirement & Description	Action	Status
Part I: General			
January 1, 2014	Section 3: Establishment of accessibility policies	<ul style="list-style-type: none"> • Develop, implement and maintain policies • Statement of Commitment • Make documents publically available and on request, provide them in an accessible format 	Compliant
January 1, 2014	Section 4: Accessibility plans	<ul style="list-style-type: none"> • Establish, implement, maintain and document a multi-year accessibility plan • Post plan on website and on request, provide them in an accessible format • Review and update the accessibility plan at least once every 5 years 	Compliant
January 1, 2014	Section 6: Self-Service Kiosks	<ul style="list-style-type: none"> • Keep in mind accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks 	Compliant and on-going

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January 1, 2015	Section 7: Training	<ul style="list-style-type: none"> Ensure training is provided to all staff, volunteers and those who participate in developing the organization's policies on the requirements of the accessibility standards referred to in the IASR and on the Ontario Human Rights Code as it relates to people with disabilities Keep records of training 	Compliant
Part II: Information and Communication Standard			
January 1, 2014	Section 11: Feedback	<ul style="list-style-type: none"> Process for receiving and responding to feedback Ensure process is accessible to persons with disabilities, upon request 	Compliant
January 1, 2016	Section 12: Accessible formats and communication supports	<ul style="list-style-type: none"> Provide or arrange for provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to the disability and at a cost that is no more than the regular cost charged to other persons Consult first with the person making the request Notify the public about the availability of accessible formats and communication supports 	Compliant
January 1, 2012	Section 13: Emergency procedure, plans or public safety information	<ul style="list-style-type: none"> Prepare emergency procedures and make them available to the public in an accessible format, as soon as practicable, upon request 	Compliant
January 1, 2014	Section 14: Accessible websites and web content	<ul style="list-style-type: none"> New internet websites and web content conform with Web Content Accessibility Guidelines (WCAG) 2.0 Level A 	Compliant
January 1, 2021		<ul style="list-style-type: none"> All internet websites and web content conform with WCAG 2.0 Level AA (some exceptions) 	On-going

Compliance Date	Requirement & Description	Action	Status
Part III: Employment Standards			
January 1, 2016	Section 22: Recruitment, general	<ul style="list-style-type: none"> Notify employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process 	Compliant and on-going
January 1, 2016	Section 23: Recruitment, assessment or selection process	<ul style="list-style-type: none"> In the recruiting process, notify applicants, when selected to participate in an assessment or selection process that accommodations are available upon request Consult with the applicant and provide or arrange for the provision of a suitable accommodation 	Compliant and on-going
January 1, 2016	Section 24: Notice to successful applicants	<ul style="list-style-type: none"> When making offers of employment, notify the successful applicant of our policies for accommodating employees with disabilities 	Compliant and on-going
January 1, 2016	Section 25: Informing employees of supports	<ul style="list-style-type: none"> Inform employees (existing & new) of our policies used to support employees with disabilities 	Compliant and on-going
January 1, 2016	Section 26: Accessible formats and communication supports for employees	<ul style="list-style-type: none"> If an accommodation is requested, consult with the employee with a disability to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform their job and information that is generally available to employees in the workplace 	Compliant and on-going
January 1, 2012	Section 27: Workplace emergency response information	<ul style="list-style-type: none"> Provide individualized workplace emergency response information to employees who have disabilities 	Compliant and on-going
January 1, 2016	Section 28: Documented Individual Accommodation Plans	<ul style="list-style-type: none"> Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities 	Compliant

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January 1, 2016	Section 29: Return to Work Process	<ul style="list-style-type: none"> 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. 	Compliant and on-going
January 1, 2016	Section 30: Performance Management	<ul style="list-style-type: none"> Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using our performance management process in respect of employees with disabilities. 	Compliant and on-going
January 1, 2016	Section 31: Career Development and Advancement	<ul style="list-style-type: none"> Take into account the accessibility needs of employees who have disabilities when providing career development and advancement opportunities 	Compliant and on-going
January 1, 2016	Section 32: Redeployment	<ul style="list-style-type: none"> Redeployment processes will consider the accessibility needs of employees with disabilities when moving them to other positions so that employees can continue to have their accommodation needs met 	Compliant and on-going
Part IV: Accessibility Standards for the Built Environment			
January 1, 2017	Section 80: Design of Public Spaces	<ul style="list-style-type: none"> Remove barriers in public spaces and buildings when spaces are newly constructed or redeveloped Provide alternative ways to provide our service to owners when they request accommodations 	Compliant and on-going