AODA Multi-Year Accessibility Plan

Purpose

Continental Currency Exchange Canada Ltd. (CCE) strives to meet the needs of its employees and Clients with disabilities and is working hard to remove and prevent barriers to accessibility.

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

The plan shows how CCE will play its role in making Ontario an accessible province for all Ontarians and will be reviewed and updated at least once every 5 years.

Required Compliance Date	Standard	Requirement	Actions	Status
2012	Customer Service	Establish Policies & Procedures	An Accessible Customer Service Policy was created and published on CCE's website	Complete
		Provide accessible customer service	CCE welcomes service animals and supports persons accompanying individuals with disabilities to all public locations. 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. CCE will make every effort to communicate with and provide customer service to persons with disabilities in ways that take into account their disability.	Complete & Ongoing
		Provide training	Training related to the Customer Service Standard is provided to all employees.	Complete
		Create an accessible feedback process	CCE created a feedback process, detailed on its website, that allowed for	Complete

			multiple ways of submitting feedback.	
	Information & Communications	Provide emergency information in an accessible format when asked	Where needed, CCE has provided publicly available emergency information in accessible formats.	Complete & Ongoing
	Employment	Create workplace emergency plans for employees with disabilities	Where needed, CCE will create individualized workplace emergency plans for employees with disabilities. This process is embedded in our Individual Accommodation Plans.	Complete & Ongoing
2014	Integrated Accessibility (IASR) General	Create and publish policies and a multi-year accessibility plan	CCE updated and published its accessibility policy incorporating all requirements under the IASR. CCE's accessibility policy is posted on our external website, employee teams' site, and made available to new employees during the onboarding process. The multi-year plan will be reviewed and updated on an ongoing basis as required.	Complete & Ongoing
		File an Accessibility Compliance Report	CCE will file an Accessibility Compliance Report as required.	Complete and Ongoing
	Information & Communications	Ensure new and refreshed websites and web content conform with WCAG 2.0 Level A	CCE has worked with its 3rd-party vendor to confirm that its website is compliant.	Complete & Ongoing
2015	IASR General	Provide training to employees, volunteers, and managers on all AODA standards	All CCE employees, managers, and volunteers are provided with training on all AODA standards. Managers are provided with additional training to recognize their increased responsibilities. All new employees and managers are provided with appropriate training as soon	Complete & Ongoing

			as practicable on commencement of employment. Training may be repeated on an ongoing basis for all employees, managers, and volunteers as required. CCE maintains records of the training provided including the dates on which the training was provided and completed.	
	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	CCE is committed to providing all publicly available information in an accessible format as needed.	Complete & Ongoing
	Employment	Make employment practices more accessible	CCE is committed to making all employment practices more accessible. This includes: • Recruitment • Performance management • Career development • Redeployment CCE makes applicants for employment and employees aware of accommodations available during recruitment and while employed with CCE. Individuals are made aware of the availability of accommodations via job postings, email communications, and in employment offers. Accessibility needs are taken into account during employee	Complete & Ongoing

			performance reviews and plans, career development programs, and redeployment processes.	
		Document processes for developing individual accommodation and return-to-work plans	Processes for Individual Accommodation and Return-to-Work Plans are documented.	Complete & Ongoing
2017	Design of Public Spaces	Make new or redeveloped public spaces accessible	CCE is committed to ensuring all new or redeveloped/renovated public spaces are accessible, including: • Outdoor paths of travel if applicable • Parking lots if applicable • Service counters • Fixed waiting lines, if applicable • Waiting areas with fixed seating, if applicable CCE will ensure procedures are in place for preventative and emergency maintenance of accessible elements in our public spaces.	Complete & Ongoing
	IASR General	File an Accessibility Compliance Report	CCE will file an Accessibility Compliance Report as required.	Complete and Ongoing
2018 onward			To be filed every 3 years as required	In Progress and Ongoing
	Information & Communications	Make all websites and web content conform with WCAG 2.0 Level AA (excluding live captioning and audio description)	CCE is committed to having a compliant website by January 1, 2024.	

For More Information

For more information on this accessibility plan, please contact CCE's Human Resources Department. Information regarding CCE's accessibility policy can be found on www.continentalcurrency.ca
Feedback may be provided in person, by telephone, in writing, by email, or in an alternate format upon request. CCE's public website contains contact information on the Contact Us page. All feedback related to accessibility should be directed to the Human Resources Department.
Standard and accessible formats of this document are free upon request.