

## Multi-Year Accessibility Plan: Summary and Status

### *Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”)*

#### Statement of Commitment

The *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) is provincial legislation that develops, implements, and enforces accessibility standards with the aim of achieving accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. The AODA applies to every person or organization in the public and private sectors in Ontario that provides goods, services, facilities, accommodation, or employment, and that owns or occupies buildings, structures and/or premises. The AODA applies to Visa Canada.

The *Integrated Accessibility Standards* (“the **IAS**”) are contained in Ontario Regulation 191/11 made to the AODA. The IAS provide accessibility standards for information and communication, employment, transportation, design of public spaces (built environment), customer service and compliance.

Visa Canada is committed to the accessibility principles established by the AODA, and to maintaining its obligations under the AODA. Visa Canada will continue to develop policies, procedures and plans as specified in the IAS. We have implemented and will continue to implement accessibility measures as required, and in accordance with our corporate values.

The purpose of this summary document is to provide an overview of Visa Canada’s Multi-year Accessibility Plan (“**MYAP**”) and the status of the items outlined in the MYAP.

### *Integrated Accessibility Standards: Customer Service Standards*

Requirements	Action Plan	Status
The <i>Customer Service Standards</i> set out the accessibility standards for customer service that apply to organizations that have one or more employees and that provide goods or services to the public or third parties.	Visa Canada acknowledges that the <i>Customer Service Standards</i> apply to its operations and its dealings with the public.	Complete
Providers of goods or services shall develop policies, practices and procedures governing the provision of its goods and services to persons with disabilities.	Visa Canada has developed an AODA Policy & Multi-Year Accessibility Plan.	Complete; to be updated every five years and as new obligations apply to Visa Canada.
The policies/ procedures shall be made available, upon request, and in the format that takes into account any	Visa Canada is committed to making its policies/procedures available upon request in a format	Ongoing

<p>disability the requester may have.</p>	<p>that takes into account any disability the requester may have.</p>	
<p>When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.</p>	<p>Visa Canada's training (as described below) will reaffirm the importance of communicating with people in a manner that takes into account their disabilities.</p>	<p>Ongoing</p>
<p>If a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. If the service animal is excluded by law, other measures must be put into place to enable the person to access its goods and services.</p> <p>If a person with a disability is accompanied by a support person, the provider of goods or services shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person.</p> <p>The provider of goods and services may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with the disability or others.</p>	<p>A person with a service animal or support person may access Visa Canada's premises as required.</p> <p>Visa Canada reserves the right to ask a person with a disability to be accompanied by a support person if it reasonably concludes that the health and safety of any person may be protected by doing so.</p>	<p>Complete</p>
<p>If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p> <p>Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p>	<p>Visa Canada will advise its customers of any disruption in its service by posting to its website, or by any other method reasonable under the circumstances. The notice will inform Visa Canada's customers of the reason for the disruption and its anticipated duration (if known), and a description of any alternative facilities or services that may be available.</p>	<p>Ongoing</p>

<p>Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider’s website, if any, or by such other method as is reasonable in the circumstances.</p>	
<p>Training is to be provided to every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise. Training is also to be provided to every person who participates in developing the provider’s policies, practices and procedures governing the provision of goods and services to members of the public or other third parties</p> <p>Training is to be provided to new employees and also on an ongoing basis as changes to Visa Canada’s policies enacted pursuant to the <i>Customer Service Standards</i> occur.</p> <p>The training content is to be documented.</p> <p>Records of the training are to be retained, which will include the dates on which the training is provided and the number of people who received the training.</p>	<p>Visa Canada has developed training materials that review the purposes of the AODA and the requirements of the <i>Customer Service Standards</i> and that also provide instruction in respect of the following matters: (a) how to interact and communicate with persons with various types of disability; (b) how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person; (c) how to use equipment or devices available on Visa Canada’s premises or otherwise provided by Visa Canada that may help with the provision of goods or services to a person with a disability, what to do if a person with a particular type of disability is having difficulty accessing Visa Canada’s goods or services.</p> <p>Records are kept of the training provided, including the content of the training, the dates on which it is provided, and the number of persons who received the training.</p> <p>Ongoing</p>
<p>Every provider of goods or services shall establish a process for receiving and responding to feedback about the manner in which it provides goods or services to persons with disabilities and shall make information about the process readily available to the public.</p> <p>The feedback process must permit persons to provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or</p>	<p>Visa Canada has posted on its website that it accepts feedback about the manner by which it provides goods or services to persons with disabilities. The notice specifies that feedback can be provided by telephone, e-mail, in writing or by means that respects the disability of the person providing the feedback.</p> <p>Persons providing feedback will receive a response within thirty days.</p> <p>Complete</p>

otherwise.		
The feedback process must specify the actions that the provider of goods or services is required to take if a complaint is received.		
Persons who receive goods and services should be notified that the documents required by this Regulation are available upon request.	Visa Canada will meet this obligation by posting a notice on its website that any policies or procedures required by the AODA or the Regulations enacted thereunder are available (including in an accessible format) upon request.	Complete.

*Integrated Accessibility Standards: General, Information and Communications, Employment Standards, and Compliance*

Requirements	Action Plan	Status
<p>The IAS set accessibility standards for information and communications, employment, transportation, and design of public spaces.</p> <p>The IAS apply to organizations that provide goods or services to the public or other third parties, and that have one or more employee.</p> <p>Policies and procedures will be developed and implemented and maintained to comply with the requirements of the IAS.</p>	<p>Visa Canada is committed to maintaining its obligations in respect of the IAS, which are detailed below.</p>	<p>Complete</p>
<p>Obligated organizations will develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the IAS.</p> <p>Obligated organizations shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their</p>	<p>Visa Canada has created a document titled “<b>Accessibility Policies and Multi-Year Accessibility Plan</b>”. This document includes the required statement of commitment.</p>	<p>Complete</p>

policies.		
The policies and procedures and the statement of organizational commitment are to be made publicly available and be in an accessible format, upon request.	Visa Canada makes its policies publicly available in an accessible format, upon request.	Complete
A MYAP will be prepared indicating Visa Canada's plans to promote and deliver on accessibility initiatives.	Visa Canada has prepared a MYAP.	Complete
The MYAP is to be placed on the web site and made available in accessible format, upon request	The MYAP is linked and posted on Visa Canada's web site and will be made available in an accessible format, upon request.	Complete
The MYAP is to be reviewed and updated at least every 5 years.	MYAP will be reviewed and updated at least every 5 years.	Ongoing
Every obligated organization shall ensure that training is provided on the requirements of the IAS and on the Ontario <i>Human Rights Code</i> as it pertains to persons with disabilities.	A training program is being developed so as to meet the obligations set out in the IAS.	Ongoing
Training must be provided to all employees and volunteers, persons who participate in developing the organization's policies, and all other persons who provide goods, services or facilities on behalf of the organization.	Training will be tailored to be appropriate to the duties of employees.	Ongoing
The training shall be appropriate to the duties of the employees, volunteers and other persons. Training must be provided as soon as practicable. Re-training will be provided in respect of any changes to the policies required by the IAS on an ongoing basis.		
The obligated organization will keep a record of the training provided under the IAS, including the dates on which the training is provided and the number of individuals to whom it is provided.	Training records will be retained. Updated training will be provided as required.	

<p>Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	<p>Visa Canada will add the following text to its website, in order to ensure that persons with disabilities can participate in its feedback processes:</p> <p><i>If you have feedback or wish to receive a copy of these policies, please contact Visa Canada at 416.367.8472, askvisacanada@visa.com, or P.O. Box265, Toronto, ON, M5K 1J5, or in an alternate format that takes into account the disability of the person providing feedback or making the request.</i></p>	<p>Ongoing</p>
<p>Obligated organizations shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, by January 1, 2016.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>By January 1, 2016, Visa Canada will notify members of the public, via its website, that all communications will be provided in an accessible format or through the use of communications supports.</p> <p>The public notification will advise that Visa Canada will consult with the person making the request as to the most appropriate manner of providing accessible information.</p>	<p>Complete</p>
<p>By January 1, 2016, organizations must implement measures to allow new and current employees to have their disabilities accommodated in the course of their employment.</p> <p>These measures include: Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p> <p>During a recruitment process, an employer shall notify job</p>	<p>The Employment Standards set out in the IAS apply to Visa Canada.</p> <p>Visa Canada will notify job applicants and members of the public about the availability of accommodation for applicants with disabilities on its application forms, including on-line application forms.</p> <p>Should Visa Canada require a job applicant to submit to testing or assessment, the applicant will be advised</p>	<p>Complete</p>

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 employer shall 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.

Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.

Every employer shall 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.

Employees shall provide the information required under this section to new employees as soon as practicable after they begin their employment.

Employers shall 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.

Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communications supports 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.

that accommodation will be made available, if required, in respect of the materials or processes used.

The method of accommodation will be determined in consultation with the job applicant.

New hires will be notified of Visa Canada's policies for accommodating employees with disabilities.

Visa Canada will advise all of its employees of its existing policies used to support employees with disabilities, including those related to job accommodations.

Updates to policies related to accommodation of persons with disabilities will be communicated as they are released to employees.

Visa Canada will ensure that any employee who requires accessible formats or communications supports in respect of information that is needed to perform his or her job, or information that is generally available to employees, is provided.

Visa Canada will consult with the employee making the request in determining the suitability of the accessible format or communication support being provided.

Visa Canada has communicated with all employees,

The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.

Every employer shall 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 employer is aware of the need for accommodation due to the employee's disability.

If an employee who receives individualized workplace emergency response information requests assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.

Employers shall provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.

Every employer shall 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 accommodation needs or plans are reviewed and (c) when the employer reviews its general emergency response policies.

Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. The process for the development of documented individual accommodation plans shall include the following elements:

1. The manner in which an employee requesting

asking for information about the disability supports that may be required in the event of an emergency. Visa Canada will work with each employee who responds to its request for information in order to develop an individualized workplace emergency response plan.

New employees will be asked whether they require assistance in the event of an emergency, in which case an individualized workplace emergency response plan will also be prepared in consultation with that employee.

Individualized workplace emergency response plans will be updated as required and within thirty days of:

- (a) the employee moving to a different location in the organization;
- (b) a review of the employee's overall accommodation needs or plans; or
- (c) when Visa Canada reviews its general emergency response policies.

Visa Canada will develop individual accommodation plans for employees with disabilities. It will do so after canvassing with its employees whether an employee has a disability requiring accommodation and taking into account the criteria required by the Employment Standards of the IAS.

The individual accommodation plans will be developed in consultation with the employee requiring the plan, where appropriate.



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.

Individual accommodation plans shall (a) if requested, include any information regarding accessible formats and

communications supports provided; (b) if required, include individualized workplace emergency response information; and  
(c) identify any other accommodation that is to be provided.

Every employer (a) shall 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 (b) shall document the process.

The return to work process shall (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use documented individual accommodation plans as part of the process.

The return to work process does not replace or override any other return to work process created by or under any other statute.

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.

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.

An employer that uses redeployment shall take into account

Visa Canada has developed a return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodation in order to return to work. This process, and the individual accommodations required for the employee at issue, will be documented.

The documented process will outline the steps to be taken by Visa Canada to facilitate the return to work of its employee and will incorporate the use of the individual accommodation plans developed pursuant to the IAS.

Visa Canada will take into account whether a disability has affected the performance of an employee who is subject to performance management. An employee's individual accommodation plan will be referred to, if applicable, during the disciplinary process.

Visa Canada shall ensure that persons with disabilities have equal access to career development and advancement. An employee's individual accommodation plan will be referred to, if applicable, during the career development and advancement process.

Prior to redeploying an employee, Visa Canada shall take into account the needs of any persons with disabilities. An employee's individual accommodation plan will be referred to, if applicable, during the redeployment process.

<p>the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>		
<p>By January 1, 2014, new internet websites (including those that are significantly refreshed) and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>All web sites and content must conform to the WCAG 2.0 Level AA by January 1, 2021.</p>	<p>Visa commits to ensuring that any new or significantly refreshed websites conform with WCAG 2.0 Level AA for content published on or after January 1, 2021, except where meeting this requirement is not practicable.</p>	<p>Visa Canada has complied with or exceeded all obligations to date, as required.</p>
<p>In the case of large organizations such as Visa Canada, accessibility reports shall be filed every three years following the report that was due on December 31, 2014.</p>	<p>Visa Canada is committed to maintaining its reporting obligations.</p>	<p>Completed for 2014, 2017 and 2021; ongoing obligation.</p>

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