



CIRO • OCRI

Canadian Investment
Regulatory
Organization

Organisme canadien
de réglementation
des investissements

On January 1, 2023, the Canadian Investment Regulatory Organization (“CIRO”) came into effect. This policy applies to all employees of CIRO, including its predecessor organizations, Investment Industry Regulatory Organization of Canada (“IIROC”) and Mutual Fund Dealers Association of Canada (“MFDA”).

Accessibility Policy

POLICY OWNER General Counsel	
EFFECTIVE DATE February 2024	ORIGINAL ISSUE DATE November 29, 2012
NEXT REVIEW DATE February 2025	CONTACT General Counsel’s Office

Table of Contents

1.	INTRODUCTION AND PURPOSE.....	3
2.	SCOPE AND APPLICATION.....	3
3.	DEFINITIONS.....	3
4.	POLICY STATEMENT	3
5.	POLICY REQUIREMENTS	4
6.	ROLES AND RESPONSIBILITIES.....	5
7.	COMPLIANCE.....	7
8.	OWNERSHIP AND ADMINISTRATION	7
9.	REVISION HISTORY	7
10.	APPENDICES	7

1. Introduction and Purpose

In fulfilling our mandate, CIRO strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allow them to benefit from the same services, in the same place and in a similar way as other members of the public.

The purpose of this policy is to ensure compliance with the customer service standards of the *Accessibility for Ontarians with Disabilities Act, 2005* and to achieve services excellence for persons with disabilities. This policy applies to the provision of services in Ontario.

2. Scope and Application

This Policy applies to all CIRO Employees.

3. Definitions

For the purpose of this Policy, the following terminology is defined:

Term	Definition
CIRO Employees	Any and all: <ul style="list-style-type: none"> ○ Full-Time and Part-Time Employees ○ Contract and Temporary Employees ○ Students/Interns ○ Consultants (directly or through agencies)

4. Policy Statement

CIRO is committed to providing respectful, welcoming, accessible and inclusive environment for all persons with disabilities in a way that is respectful of the dignity and independence of people with disabilities and in a manner which takes into account the person’s disability and embodies principles of integration and equal opportunity. All CIRO policies will respect and promote the dignity and independence of people with disabilities or be modified accordingly.

5. Policy Requirements

CIRO is committed to excellence in providing services to all members of the public, including people with disabilities and we will carry out our functions and responsibilities in the following manner:

5.1 Communication

CIRO is committed to meeting the communication needs of people with disabilities. We will communicate with people with disabilities in a manner that takes into account their disability. We will train CIRO Employees on how to interact and communicate with people with various types of disabilities.

Our internet websites, technology solutions, telephone communications and in person interactions will be based on accessibility best practices.

CIRO's website is developed to ensure compatibility with assistive technologies providing everyone with equal and appropriate access to the information they need. Requirements for accessible content when posting to the website have been socialized among CIRO Employees and new updates to our current website put an emphasis on providing accessible content where possible.

CIRO's website conforms to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0.

5.2 Publications

Where possible, we will provide our publications in alternative formats, upon request, in a timely manner, dependent upon document specifications (e.g. length of document, format required).

5.3 Telephone services

We are committed to providing accessible telephone service to all members of the public. We will train CIRO Employees as appropriate to ensure they are knowledgeable in their interactions with people with disabilities, both face-to-face and via telephone. We will offer to communicate with people in person, by email or by written correspondence if telephone communication is not suitable to their communication needs or is not available.

5.4 Assistive devices

We are committed to providing services to people with disabilities who use assistive devices to use or benefit from our services. We will ensure CIRO Employees are familiar with various assistive devices that may be used by people with disabilities while accessing our services.

We will also ensure CIRO Employees know how to use the assistive devices available on our premises. The following assistive devices have been installed or are available at our Toronto premises:

- Accessible washrooms on the 26th floor near CIRO reception
- Accessible washrooms on the 23rd, 24th and 25th floors, within CIRO space
- Universal, accessible washroom on the 23rd, 24th, 25th and 26th floors
- Accessible public washrooms on the concourse level
- All Elevator call buttons and stairwells are equipped with Braille signage
- Elevators announce arrival on floor through an automated voice system
- Security desk is fully accessible
- Automatic door operators exist at every entrance to the building

- Meeting rooms' tables and seating are all wheelchair accessible

5.5 Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal to the areas of our premises that are open to the public and other third parties.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the CIRO premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5.6 Notice of temporary disruption

CIRO will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises. Depending on the nature of the disruption, notice may also be provided on outgoing telephone and posted on our website.

5.7 Training for CIRO Employees

CIRO will provide training to all CIRO Employees as appropriate. Training will include the following:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Availability of assistive devices available on our premises
- What to do if a person with a disability is having difficulty in accessing CIRO services
- CIRO's policies, practices and procedures relating to the customer service standard

This training will be provided as soon as practicable when CIRO Employees commence their duties. All CIRO Employees will be required to confirm they have been trained in CIRO's accessibility policies, practices and procedures. CIRO Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5.8 Feedback process

CIRO's goal is to make it easy for anyone to contact us and we offer equal access to our services. If anyone is not satisfied with the level of service received, they are encouraged to contact us. Qualified CIRO Employees are on hand to take questions, provide information and direction to appropriate resources, depending on the nature of the questions. This free service is open to the public Monday to Friday between 8:30 a.m. and 5:00 p.m. **Call toll-free: 1-877-442-4322** or get in touch by completing the on-line inquiry form from CIRO's website at www.CIRO.ca. Arrangements can be made for this feedback process to be provided in an accessible format or with communication supports on request.

6. Roles and Responsibilities

General Counsel's Office, with the assistance of Office Services and other CIRO departments, is

responsible for furthering compliance with this Policy and applicable legislation.

It is the responsibility of all CIRO Employees to read, understand and comply with this Policy.

7. Compliance

General Counsel’s Office is responsible for compliance with this Policy.

Prohibited conduct under this Policy may result in disciplinary action, up to and including termination.

8. Ownership and Administration

This Policy is owned by General Counsel’s Office. No changes will be made to this Policy before considering the impact on people with disabilities.

All changes to this Policy require the approval of the General Counsel’s Office.

This Policy is scheduled for review every year.

Questions regarding this Policy should be directed to the General Counsel’s Office

9. Revision History

Revised By	Description of Revision	Revision Date
J. Cheung, Charmaine Wall	General Counsel’s Office review of policy	June 21, 2016
Levi Sankar	Conversion into Policy on Policies format	November, 2020
J. Cheung	Up-dates to the Multi-Year Accessibility Plan	December, 2021
J. Cheung	Update	February, 2024

10. Appendices

Appendix 1: CIRO Multi-Year Accessibility Plan (2022-2026)

APPENDIX 1



Canadian Investment Regulatory Organization (CIRO) Multi-Year Accessibility Plan

This 2022-2026 accessibility plan outlines the policies and actions that CIRO will put in place to improve opportunities for people with disabilities and to provide inclusive and accessible services to all its stakeholders.

Statement of Commitment

CIRO 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 (AODA).

Customer Service Standard

CIRO is committed to excellence in serving all its stakeholders including persons with disabilities. The CIRO Accessibility Policy outlines our commitment to accessibility for each area of the Customer Service Standard of the AODA. This policy is also available in accessible format upon request.

Accessible Emergency Information

CIRO is committed to providing available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

CIRO will provide training as appropriate to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Information and Communications

CIRO is committed to meeting the communication needs of people with disabilities. Our internet websites, technology solutions, telephone communications and in person interactions will be based on accessibility best practices.

CIRO's website is developed to ensure compatibility with assistive technologies providing everyone with equal and appropriate access to the information they need. Requirements for accessible content when posting to the website have been socialized among CIRO staff and new updates to our current website put an emphasis on providing accessible content where possible.

To achieve CIRO's goal of delivering a completely accessible web experience to our stakeholders, CIRO engaged a web development and design firms for the migration of our website. The project delivered a website with web content conforming to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0.

Employment

CIRO is committed to employment practices that are fair and accessible across all stages of the employment cycle. CIRO will continue to develop and implement employment practices to encourage persons with disabilities to participate fully in all aspects of the organization by:

- identifying and removing workplace barriers;
- maintaining inclusive employment processes for recruitment, retention and employee development, to ensure that accessibility issues are identified and, if necessary addressed;
- providing managers with accessibility training, tools and templates to support employee/workplace accommodation and address non-discrimination;
- reviewing and adapting as required, its current policies and processes with respect to individual accommodation and return to work plans for employees with disabilities, to ensure that consistent documentation are maintained and barriers to accommodation are eliminated;
- taking the accessibility needs of employees with disabilities and, as applicable, their individualized accommodation plans, into account when assessing performance and managing career development;
- continuously reviewing standards and best practices related to accessible employment.

Design of Public Spaces

CIRO will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include waiting areas at our offices in Vancouver, Toronto and Montreal.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Feedback Process and For More Information

Our goal is to make it easy for you to contact us and we offer equal access to our services. We welcome your feedback. If you would like to receive a copy of this plan or if you have questions, please *call toll-free: 1-877-442-4322* Monday to Friday between 8:30 a.m. and 5:00 p.m. or by email to webcontent@CIRO.ca.