



# alterna savings

## Multi-Year Accessibility Plan

This 2012-2021 accessibility plan outlines all policies and actions that Alterna Savings & Credit Union Limited (Alterna Savings) has and will put in place to improve opportunities for people with disabilities.

### 1. Statement of Commitment

When and where applicable, Alterna Savings is committed to working towards being compliant with the standards under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") as they are introduced and become law. We also understand the importance of developing, implementing and enforcing standards in a timely manner in order to help achieve accessibility for Ontarians with disabilities.

Alterna Savings has developed accessibility policies and has trained employees in compliance with the Accessibility Standards for Member Service (Ontario Regulation 429/07), the Integrated Accessibility Standards Regulation (IASR) and the Ontario Human Rights Code. Alterna also provides Workplace Emergency Response Information as per Ontario's Accessibility Standard for Employment. In addition, Alterna's website and all its content can conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A.

Alterna Savings Multi-Year Accessibility Plan will be reviewed and updated as required.

### 2. General Requirements

#### **Accessibility Policies** -Compliant

Alterna Savings has developed, implemented, and will maintain policies governing how we achieve accessibility through meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA).

#### **Training** -Compliant

Alterna Savings commits to providing its employees with proper training and notification annually and when new accessibility requirements come into effect. All new employees to Alterna Savings will complete proper training during onboarding.

#### **Self-Serve Kiosks** -Compliant

Alterna Savings will always consider the needs of people with disabilities when purchasing or designing self-service kiosks.

#### **Public Space** – Compliant

Alterna Savings will always consider the needs of people with disabilities when developing new or redeveloped public spaces.

### 3. Information and Communication

#### **Accessible Formats and Communication**

Alterna Savings ensure that persons with disabilities have equal access to information about products, services, and facilities within Alterna. -Compliant

Upon request, Alterna will provide information in a timely manner to our members in a way that takes into account his or her disability. -Compliant

Alterna respects and upholds the accessibility principles of AODA to minimize barriers that may prevent our members, employees, and the public from accessing information. *-Compliant*

Alterna Savings will make all current and new website content on their website conform to WCAG 2.0, Level A. *-Compliant*

Alterna Savings will ensure our website and content conform to WCAG 2.0, Level AA. *(January 1, 2021)*

#### **4. Employment**

Alterna Savings is committed to fair and accessible employment practices. *-Compliant*

Alterna Savings has a process in place by which Individualized Emergency Response Plans can be created for employees as necessary. *-Compliant*

Alterna will develop an individual accommodation plan for employees that face a disability or return to work with a disability. This plan will set out ways to accommodate employees with the disabilities to perform their employment tasks. *-Compliant*

Alterna will consider individual accommodation and accessibility needs when providing career development opportunities for employees with disabilities. *-Compliant*

Alterna Savings has developed a recruitment process to make job applicants aware that Alterna will accommodate their disabilities upon request during the selection process. *-Compliant*

#### **5. Feedback Process and Requests for Documents**

Alterna Savings accepts and responds to feedback from our members and members of the general public in different formats including mail, e-mail, telephone, and in person at our branch locations. Accessible feedback formats are available and offered to people in accordance with their needs. We are committed to continuing to accept and respond to feedback in full compliance with the Accessibility Standard for Information and Communications.

Members can also submit feedback directly to Alterna Savings by any of the following methods:

**By Mail:**

**Alterna Savings (Head Office)**

319 McRae Avenue, 1st Floor  
Ottawa, ON K1Z 0B9

or

**Alterna Savings (Corporate Office)**

165 Attwell Drive  
Toronto, ON M9W 5Y5

**By E-Mail:** [General Feedback Form](#)

**By Telephone:** 1.877.560.0100

At Alterna, we are accountable to, answer to, and work hard for you every single day. If you have a great experience you would like to share or problem you would like addressed, we encourage you to contact us.