

## NORTHERN CREDIT UNION'S MULTI-YEAR ACCESSIBILITY PLAN

UPDATED JUN 30/21

Requirement	Operational Approach	Compliance Date	Responsibility/ SME	Status	Compliance Achieved
<b>General Requirements</b>					
Compliance Report Due Dec 31/20 – Extended Jun 30/21.		Jun 30/21	Collaborative effort as there are compliance questions for HR/ Facilities / IT Website / RISK		
<i>Establishment of accessibility policies</i>	Develop, implement and maintain policies governing how NCU achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this regulation. Prepare one or more written documents describing NCU policies. Make the documents publicly available, and provide them in an accessible format upon request.	Oct 27/11  Dec. 2020	Human Resources	Complete  NCU's Accessibility Policy and Accessibility for Persons with Disabilities – Member/Customer Service Policy are posted on NCU websites.	YES  Jun 30/21
<i>Accessibility Plan</i>	Establish, implement, maintain and document a multi-year accessibility plan, which outlines NCU's strategy to prevent and remove barriers and meet its requirements under the Integrated Accessibility Standards Regulation (IASR).  Post the accessibility plan on NCU's websites and provide the plan in an accessible format upon request. Review and update the accessibility plan at least once every five years.	Jan. 1/14  Posted	Human Resources / Facilities	Updated and ongoing. Jun 30/21  Jun 30/21	YES  Jun 30/21

<i>Self-Service Kiosks</i>	Take steps to make self-service kiosks accessible on a go forward-basis to people with disabilities so they can be used independently and securely. "Kiosk" means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.	Jan. 1/14	Facilities ATMs	Complete	YES
<i>Training</i>	Train employees, volunteers, all those who participate in developing NCU's policies, and all others who provide goods or services on behalf of the organization, about the requirements of the Integrated Accessibility Standards Regulation, as well as the Ontario Human Rights Code as it relates to people with disabilities. Keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	Jan. 1/15  Dec. 2020	Human Resources	Complete  Training/re-training completed by employees.	YES  YES

**Information and Communications Standard**

<i>Feedback</i>	Ensure NCU processes for receiving and responding to feedback are available to people with disabilities in accessible formats or appropriate communicate supports on request.	Jan. 1/15  Updated Dec. 2020	Marketing	Customer Service Standard feedback requirement achieved.  Feedback Process outlined in NCU's Accessibility for Persons with Disabilities – Member/Customer Service Policy which is posted on our websites.	YES  Jun 30/21
<i>Accessible Formats and Communication Supports</i>	Upon request, provide or arrange for the provision of accessible formats and communication supports for NCU's services or facilities to persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons. Notify the public about the availability of accessible formats and communication supports.  Business Disruptions - Publicly notify customers of temporary disruptions of services or facilities or if they are expected to be temporarily unavailable in the near future, including the steps to take to access alternative methods. This includes planned as well as unplanned service	Jan. 1/16  Dec. 2020	Marketing   Marketing	In accordance with NCU's AODA Accessibility for Persons with Disabilities - Member/Customer Service Policy, Marketing can provide accessible formats and communication supports upon request. This policy is posted on our websites. Marketing also posts notices in NCU	YES

	<p>disruptions. Any disruption of services or facilities that people with disabilities need to access your products or services requires proper notification. You will provide a description of alternative facilities or services if they are available.</p>			<p>locations and on our websites in relation to business disruptions.</p>	
<p><i>Accessible Websites and Web Content</i></p>	<p>Make NCU's website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA in accordance with the set schedule in this section.</p> <p>New internet websites and web content to conform by: All internet websites and web content must conform with WCAG 2.0 Level AA other than success criteria 1.2.4 Captions (Live) and success criteria 1.2.5 Audio Descriptions (Pre-recorded) by this date.</p> <p><a href="#">Web Content Accessibility Guidelines (WCAG) 2.0</a> is an international standard for making websites and web content accessible to a broader range of users with disabilities.</p>	<p>Jan. 1/14</p> <p>Jan. 1/21</p>	<p>Marketing</p>	<p>Compliant.</p> <p>An exception for an extension has been requested as we are not currently compliant. Pending Forge implementation – our website should be AODA compliant.</p>	<p>YES</p> <p>Pending Forge implementation.</p>
<b>Employment Standard</b>					
<p><i>Recruitment General</i></p>	<p>Provide notification to internal and external job applicants that, where needed, accommodations for disabilities will be provided, on request, to support their participation in all aspects of the recruitment process.</p>	<p>Jan. 1/16</p>	<p>Human Resources</p>	<p>The following language appears on all NCU job postings: "<i>Northern Credit Union welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.</i>"</p>	<p>YES</p>

<p><i>Recruitment, Assessment Or Selection Process</i></p>	<p>Provide notification to job applicants who have been invited to participate in a recruitment, assessment or selection process, that, where needed, accommodations for disabilities are available, on request, to support their participation in the process. In addition, consult with job applicants who request accommodations to support them during the process.</p>	<p>Jan. 1/16</p>	<p>Human Resources</p>	<p>Upon request, accommodations for candidates will be provided on a case-by-case basis during the recruitment process.</p>	<p>YES</p>
<p><i>Notice to Successful Applicants</i></p>	<p>Provide notification to successful applicants of NCU policies for accommodating employees with disabilities when offering employment.</p>	<p>Jan. 1/16</p>	<p>Human Resources</p>	<p>NCU's practice is to provide AODA policies (training) to all new employees.</p>	<p>YES AODA will form part of the Employee Handbook – when completed.</p>
<p><i>Informing Employees of Supports</i></p>	<p>Inform new and existing employees of NCU policies for supporting employees with disabilities including providing employment-related accommodations for disabilities.  Updated AODA/IASR Policy</p>	<p>Jan. 1/16  Dec. 2020</p>	<p>Human Resources</p>	<p>NCU's AODA policies are provided to employees for review when policies are updated. Same principles apply for members as they do for employees in terms of accommodations.</p>	<p>YES  YES</p>
<p><i>Accessible Formats and Communication Supports for Employees</i></p>	<p>Where an employee with a disability so requests, NCU shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee's job and information that is generally available to employees in the workplace. NCU shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Jan. 1/16  Updated policy Dec. 2020</p>	<p>Human Resources</p>	<p>Individual Accommodation Plan Development and implementation for Employees with Disabilities is in place.</p>	<p>YES  YES</p>
<p><i>Workplace Emergency Response Information for Employees with Disabilities</i></p>	<p>Prepare for the specific needs that employees with disabilities may have in emergency situations.</p>	<p>Jan. 1/12  Updated Dec. 2020</p>	<p>Human Resources</p>	<p>Workplace Emergency Response Information for Employees with Disabilities is in place.</p>	<p>YES  YES</p>

<p><i>Documented Individual Accommodation Plans</i></p>	<p>Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<p>Jan. 1/16  Updated Dec. 2020</p>	<p>Human Resources</p>	<p>Individual Accommodation Plan Development and implementation for Employees with Disabilities is in place.</p>	<p>YES  YES</p>
<p><i>Return to Work Process</i></p>	<p>Develop and have in place a return to work process for NCU's employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. Document the process.</p>	<p>Jan. 1/16  Updated Dec. 2020</p>	<p>Human Resources</p>	<p>Individual Accommodation Plan Development and implementation for Employees with Disabilities is in place.  Return to Work plan which includes disability-related accommodations is in place.</p>	<p>YES  YES  YES</p>
<p><i>Performance Management</i></p>	<p>Take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using NCU's performance management process in respect of employees with disabilities. "Performance management" means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.</p>	<p>Jan. 1/16  Updated Dec. 2020</p>	<p>Human Resources</p>	<p>Individual Accommodation Plan Development and Implementation for Employees with Disabilities is in place.</p>	<p>YES  YES</p>
<p><i>Career Development and Advancement</i></p>	<p>In relation to providing career development and advancement opportunities, NCU will take into account the accessibility needs of employees who have disabilities.</p>	<p>Jan. 1/16  Updated Dec. 2020</p>	<p>Human Resources</p>	<p>Individual Accommodation Plan Development and Implementation for Employees with Disabilities is in place.</p>	<p>YES  YES</p>
<p><i>Redeployment</i></p>	<p>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.</p>	<p>Jan. 1/16  Updated Dec. 2020</p>	<p>Human Resources</p>	<p>Individual Accommodation Plan Development and Implementation for Employees with Disabilities is in place.</p>	<p>YES  YES</p>

