



## **Multi-Year Accessibility Plan**

This 2024-2028 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 strives to ensure our policies, practices, and procedures meet the needs of people 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 web content can conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

Alterna Savings' Multi-Year Accessibility Plan will be reviewed at least once every five years or if changes to the legislation.

### **2. General Requirements**

#### **Accessibility Policies**

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**

Alterna Savings commits to providing its employees with proper training regarding AODA and Human Rights Code as it relates to people with disabilities annually or if prompted by changes to legislation. All new employees joining Alterna Savings will complete proper training during the first two weeks of onboarding. Alterna Savings offers various delivery methods for mandatory training, to accommodate learning styles and accessibility needs.

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

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

#### **Public Space**

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.

Upon request, Alterna will provide information in a timely manner to our members in a way that takes into account their disability.

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

#### **4. Employment**

Alterna Savings is committed to fair and accessible employment practices.

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

Alterna Savings will develop an individual accommodation plan for employees that inform us of a disability or for those returning to work with a disability. This plan will set out ways to accommodate employees with the disabilities to perform their employment tasks.

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

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

#### **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, 1<sup>st</sup> Floor  
Ottawa, ON K1Z 0B9

**By E-Mail:** [getintouch@alterna.ca](mailto:getintouch@alterna.ca)

**By Telephone:** 1.877.560.0100

At Alterna Savings, 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.