

Multi-Year Accessibility Plan

Statement of Organizational Commitment

Northern Credit Union is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities benefit from the same services, in the same place and in a similar way as others.

Northern Credit Union is committed to ensuring that every employee and member receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provisions of the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) and its Regulations. Northern Credit Union will meet the accessibility needs of persons with disabilities in a timely manner.

General Requirements

Accessibility Plans and Policies – Compliant (2014)

Northern Credit Union has implemented and maintains policies governing how it achieves or will achieve accessibility through meeting requirements under the AODA.

Accessibility plans and policies are publicly available and on request, are provided in accessible formats.

Self-Service Kiosks – Compliant (2014)

Northern Credit Union will 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.

Training – Compliant (2015)

Northern Credit Union will train employees and volunteers, about the requirements of the Integrated Accessibility Standards Regulation (IASR), as well as the Ontario Human Rights Code as it relates to people with disabilities.

Records of training will be maintained.

Information and Communication Standards

Feedback – Compliant (2015)

Northern Credit Union will ensure feedback responses are available in accessible formats or appropriate communication supports are available on request.

Accessible Formats and Communication Supports – Compliant (2016)

Northern Credit Union on request, will provide accessible formats and communication supports for services or facilities to persons with disabilities in a timely manner, at a cost that is no more than the regular cost charged to others.

Provide public notice of temporary planned or unplanned disruption of services or facilities with a description of alternate facilities or services if they are available.

Accessible Websites and Web Content – Compliant (2021)

Northern Credit Union will ensure that websites and web content conform to WCAG 2.0, Level AA.

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Employment Standards

Recruitment, Assessment and Selection Process – Compliant (2016)

Northern Credit Union provides disability accommodation, on request, for candidates taking part in all aspects of the selection and recruitment process.

Provides AODA training to all successful applicants.

Employee Supports, Accommodation Plans and Return to Work – Compliant (2016)

Northern Credit Union provides AODA and IASR policies to all employees when hired and whenever updated to ensure they are aware of provision of accommodations for employees with disabilities.

Individual accommodation plans for employees with disabilities are in place.

Workplace emergency response information for employees with disabilities is in place.

Return to work plan includes disability related accommodations and is in place.

Performance Management, Career Advancement and Redeployment – Compliant (2016)

Northern Credit Union considers the accessibility needs of employees with disabilities and provides accommodation, when requested, for performance management process.

Career development and advancement opportunities account for accessibility needs of employees with disabilities.

Redeployment processes consider accessibility needs, when requested, when moving to another position to ensure accommodation needs are met.

Design of Public Spaces Standards

Accessibility for the Design of Public Spaces – Compliant (2017)

Northern Credit Union will remove barriers in public spaces and buildings when newly constructed or redeveloped.

Provides alternative ways to provide service to members when they request accommodations.