

# alterna bank

## Multi-Year Accessibility Plan

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

### 1. Statement of Commitment

When and where applicable, Alterna Bank 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 Bank has developed accessibility policies and has trained employees in compliance with the Accessibility Standards for Client 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 Bank Multi-Year Accessibility Plan will be reviewed and updated as required.

### 2. General Requirements

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

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

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

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

#### **Public Space** – Compliant

Alterna Bank 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 Bank 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 our clients 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 clients, employees, and the public from accessing information. *-Compliant*

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

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

#### **4. Employment**

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

Alterna Bank 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 Bank 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 Bank accepts and responds to feedback from our clients 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.

Clients can also submit feedback directly to Alterna Bank by any of the following methods:

##### **By Mail:**

##### **Alterna Bank (Head Office)**

319 McRae Avenue, 2nd Floor  
Ottawa, ON K1Z 0B9

or

##### **Alterna Bank (Corporate Office)**

2 Bloor Street East, 26th Floor  
P.O. BOX # 73  
Toronto, ON M4W 1A8

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

**By Telephone:** 1.866.560.0120

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.