

Multi-Year Accessibility Plan for Meridian Credit Union

This 2014-21 accessibility plan outlines the policies and actions that **Meridian Credit Union (Meridian)** will put in place to improve opportunities for people with disabilities.

1.0 Statement of Commitment

Meridian is committed to providing its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other Members and non-Members. Meridian is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act (the AODA) and the related Integrated Accessibility Standards Regulations (the IASR).

As part of these commitments, Meridian has developed a multi-year accessibility plan which outlines our strategy to prevent and remove barriers to accessibility and to meet the requirements under the AODA.

Meridian's Multi-Year Accessibility Plan will be reviewed and updated at least once every five years and as required.

2.0 General Requirements

I. Accessibility Policies and Plans – Compliant

Meridian has developed, implemented, and will maintain policies governing how it achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in the AODA.

II. Self-Serve Kiosks – Compliant (January 1, 2014)

Meridian will consider the needs of people with disabilities and incorporate accessibility features when designing, procuring, or acquiring self-service kiosks going forward.

III. Training - Compliant (October 1, 2014)

Meridian has provided training to all employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided as part of Meridian's annual employee compliance refresher course and as part of onboarding training for new employees.

3.0 Information and Communication

I. Accessible Formats and Communication Supports

Meridian will make its communications available, upon request, in accessible formats for people with disabilities. Accessible formats and communications supports shall be made available in a timely manner, at a cost that is no more than the regular cost charged to others for the communications, and in consultation with the person making the request.

Compliant (January 1, 2014)

Meridian will make all current and new websites and content on those sites conform to WCAG 2.0, Level A.

Meridian will make all publicly available information is made accessible upon request.

Meridian will ensure existing feedback processes are accessible to people with disabilities upon request.

Meridian will, by January 1, 2021:

Ensure our any websites and content conform to WCAG 2.0, Level AA.

4.0 Employment

Meridian is committed to fair and accessible employment practices.

Compliant (January 1, 2012)

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

Compliant (January 1, 2016)

Develop an accommodation process for the recruitment, assessment, and selection processes for job applicants with disabilities and notify all applicants that accommodations are available upon request.

Compliant (January 1, 2016)

Develop and maintain return to work processes for employees who are absent from work due to a disability and who require disability related accommodations in order to return to work. The return to work process shall include an outline of the individual's accommodation plan.

Compliant (January 1, 2016)

Incorporate individual accommodation and accessibility needs when managing an employee's performance and when providing career development and advancement to employees with disabilities.