



ACCESSIBILITY REPORT AND MULTI-YEAR PLAN (2023-2026)

Message from the CEO

Northern Force Security Inc. is committed to providing an inclusive and barrier-free environment for all employees, clients, and visitors.

We strive to meet the accessibility needs of people with disabilities and to remove and prevent barriers wherever possible.

This Multi-Year Accessibility Plan outlines our ongoing strategy to meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to create equal opportunities for all Ontarians.

Our Plan will be reviewed and updated at least once every five years.

We provide accessibility training to all employees as soon as practicable after hire and maintain records of all training conducted.

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

- Implemented customer-service accessibility training for all employees.
- Enhanced communication procedures to ensure information is provided in formats suitable for persons with disabilities.
- Introduced a feedback process by phone, email, and in-person that allows individuals to submit comments anonymously or request alternate formats.
- Regularly reviewed and updated accessibility feedback logs to track responses and corrective actions.

Information and Communications

- Upgraded to ADP Workforce Now, a system with enhanced accessibility features (screen-reader compatibility, keyboard navigation, and adjustable contrast modes).
- Improved internal communication by using Microsoft Teams with ALT-text support and closed-captioning in meetings.



- Upgraded the corporate website to the **WordPress** platform with accessibility-built themes (Olivero), making it compliant with **WCAG 2.1 Level AA**.
- Ensured all employee handbooks, policies, and memos can be provided in accessible formats upon request.
- Established a routine accessibility audit for all digital content to identify and fix potential barriers.

Employment

- Reviewed and redesigned recruitment materials and job postings to emphasize equal opportunity and accommodation availability.
- Implemented accessible digital onboarding through ADP Workforce Now.
- Created individualized accommodation plans and workplace emergency response procedures.
- Trained managers on supporting accessibility and accommodation requests.
- Introduced remote interview and virtual orientation options to accommodate candidates with mobility limitations.

Procurement

- Integrated accessibility criteria into procurement guidelines.
- Partnered with suppliers who provide accessible equipment and furniture (e.g., ergonomic desks, headsets, magnifiers).
- Established an internal approval process to ensure accessibility is reviewed before purchasing new software or technology.
- Documented accessibility considerations in procurement records for accountability.

Self-Service Kiosks

- Currently no kiosks are in use, but the company conducted an internal review to prepare guidelines for accessible kiosk design (e.g., height reach, tactile controls, voice guidance) in case of future implementation.

Training

- Delivered comprehensive AODA and Ontario Human Rights Code training to all employees.
- Created a digital training repository in ADP Workforce Now, allowing employees to complete training in accessible formats and track progress.
- Maintained complete records of training sessions and participant completion.



Design of Public Spaces

- Implemented virtual and off-site meeting options for individuals unable to access the second-floor office.
- Reported accessibility concerns to the landlord and requested incremental improvements where feasible.
- Reviewed emergency evacuation procedures to include employees with disabilities.
- Ensured all signage, lighting, and interior layouts support visibility and safety as much as possible within the leased space.

Transportation

- Introduced a clear process for accommodating employees who cannot access or operate company patrol vehicles.
- Reviewed and adjusted vehicle use protocols to ensure safety and flexibility for staff with disabilities.
- Chose accessible third-party transportation options for off-site training or special events.
- Planned to include accessibility considerations in any future vehicle purchases or leases.

Section 2. Strategies and Actions

Customer Service

Northern Force Security Inc. is committed to providing services in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities.

- The company complies with the Accessible Customer Service Standard.
- All employees receive training on how to interact, communicate, and assist persons with various types of disabilities.
- Feedback on accessibility or customer service can be provided by:
 - o **Phone:** (647) 982-1385
 - o **Email:** office@nfsecurity.ca
 - o **In person:** at 64 Jardin Drive, Unit 2B, Concord, ON L4K 3P3
- Alternate formats and communication supports are available upon request.

All feedback is reviewed, and appropriate action is taken to address and prevent future barriers.

Information and Communications

#2B – 64 Jardin Drive, Concord, ON L4K 3P3

www.nfsecurity.ca office@nfsecurity.ca

Office: +1 (647) 982-1385 Fax: +1 (647) 477-1444



Northern Force Security Inc. is committed to ensuring that information and communications are accessible to all individuals, including persons with disabilities. We strive to provide information in a clear, inclusive, and user-friendly manner and continuously improve the accessibility of our communications and online platforms.

Website and Digital Accessibility

- Northern Force Security has full control over its corporate website and digital content published under the Northern Force Security banner.
- Our website, www.nfsecurity.ca, was upgraded to the WordPress platform, which incorporates a built-in media library, content editor, and accessibility-enhanced features.
- Accessibility enhancements include support for:
 - Text-to-speech (TTS) tools such as screen readers
 - Speech-to-text (STT) capabilities
 - Alternative hardware input devices (e.g., keyboards, switch devices)
 - Screen magnification and high-contrast tools
 - Browser extensions and assistive technologies

Standards and Compliance

- Northern Force Security is committed to maintaining compliance with the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, as required by the Accessibility for Ontarians with Disabilities Act (AODA).
- Digital tools and online content are regularly reviewed to ensure continued accessibility and compatibility with assistive technologies.
- When procuring or updating software, accessibility features are a key consideration.

Accessible Formats and Communication Supports

- Documents, reports, and policies are available in accessible formats or with communication supports upon request.
- Requests for alternate formats can be made through office@nfsecurity.ca or by calling (647) 982-1385.
- Alternate formats are provided in a timely manner and at no additional cost.

Continuous Improvement

Northern Force Security will continue to monitor and improve accessibility in all communications, ensuring that employees, clients, and the public can easily access the information they need.



Employment

Northern Force Security Inc. recognizes that accessible employment practices benefit both employees and the organization as a whole — leading to higher job satisfaction, improved performance, lower turnover, and a more inclusive workplace culture.

We are committed to implementing and maintaining fair, inclusive, and accessible employment practices that respect the dignity and independence of persons with disabilities. This commitment applies to all stages of employment, including recruitment, hiring, training, retention, performance management, and career development.

Recruitment and Hiring

- All job postings include a statement welcoming applications from people with disabilities and confirming that accommodation is available throughout the recruitment process.
- Candidates are informed that accommodations are available upon request during all stages of hiring and assessment.
- Human Resources ensures that interview locations, communication methods, and assessment tools are accessible as needed.
- Feedback from applicants about the accessibility of our recruitment process is reviewed regularly to identify opportunities for improvement.

Onboarding and Training

- All new employees receive accessibility training as part of their onboarding process.
- Orientation materials, employee handbooks, and training programs are available in accessible formats upon request.
- Northern Force Security uses a combination of in-person and digital methods (e.g., ADP Workforce Now, Microsoft Teams) to ensure training and communication are accessible to all employees.

Accommodation and Workplace Supports

- Individualized accommodation plans are available for employees with disabilities.
- Employees are encouraged to communicate their accommodation needs confidentially to HR or management.
- Ergonomic tools or assistive devices (e.g., adjustable desks, headphones, screen readers) can be provided where required.
- Emergency response plans are tailored to meet the individual needs of employees with disabilities and are reviewed periodically or when work conditions change.



Performance Management, Career Development, and Return to Work

- Performance evaluations are conducted in a manner that considers accessibility and individual accommodation needs.
- Opportunities for training, advancement, and career development are made accessible to all employees.
- The return-to-work process for employees who have been absent due to disability is supported through individualized plans developed in consultation with the employee.

Ongoing Actions (2025–2028)

- Conduct an annual review of job postings, recruitment processes, and employment documentation to ensure accessibility and inclusive language.
- Continue to provide training to managers and supervisors on the accommodation process and accessibility obligations under the AODA and Ontario Human Rights Code.
- Review performance management and promotion practices to identify and remove potential barriers.
- Maintain records of training and accessibility requests to monitor progress and compliance.

Procurement

Northern Force Security Inc. is committed to considering accessibility when procuring or acquiring goods, services, and facilities. The goal is to ensure that all products and services support our accessibility objectives and that suppliers demonstrate inclusive and accessible practices.

Commitment and Approach

- Accessibility is an integral part of the procurement process and is considered in all purchasing decisions whenever feasible.
- When acquiring new goods, services, or software, Northern Force Security includes accessibility features and criteria as part of the evaluation and selection process.
- The company strives to work with vendors and suppliers who demonstrate a strong commitment to accessibility and inclusion in their own products and business practices.

Procurement Practices

- Northern Force Security maintains contracts with trusted suppliers such as **IKEA**, **Uline**, and **Amazon Business** for office furniture, safety equipment, and operational supplies.



- Employees may request accessible tools or equipment (e.g., ergonomic desks, screen magnifiers, larger monitors, noise-cancelling headphones) through management or Human Resources.
- Each request is reviewed promptly, and reasonable accommodations are made to support the employee's accessibility needs.
- When procuring digital products or systems, Northern Force Security ensures that accessibility compliance — including compatibility with assistive technologies — is evaluated before implementation.

Ongoing Actions (2025–2028)

- Continue to integrate accessibility considerations into procurement guidelines and staff training.
- Encourage suppliers to provide documentation or statements of accessibility compliance for products and services.
- Maintain records of accessibility-related procurement decisions for continuous improvement and accountability.
- Periodically review procurement processes to identify and remove potential barriers to accessibility.

Self-Service Kiosks

Northern Force Security Inc. does not currently use self-service kiosks as part of its business operations. However, the company recognizes that such technology may be used in the future (for example, electronic check-in systems, digital reporting terminals, or visitor management devices).

Commitment and Approach

- If self-service kiosks are introduced in the future, Northern Force Security will ensure they are designed, procured, or acquired with accessibility features in mind.
- Accessibility considerations will include compatibility with assistive technologies, tactile features, height and reach accessibility, visual contrast, and clear audio options.
- During procurement or design, the company will consult accessibility standards and, where appropriate, seek input from employees or users with disabilities to ensure usability and inclusion.

Ongoing Actions (2025–2028)

- Review any new technology or systems that could be classified as self-service kiosks for accessibility compliance.



- Ensure all future kiosk or digital interface purchases meet or exceed AODA and Information and Communication Standards requirements.
- Provide staff training on how to assist persons with disabilities in using self-service technology, should it be implemented.

Training

Northern Force Security Inc. is committed to ensuring that all employees, managers, and contractors receive appropriate training on accessibility and the Ontario Human Rights Code as it relates to persons with disabilities. Training helps foster an inclusive, respectful, and accessible workplace culture where everyone can perform at their best.

Commitment and Approach

- Northern Force Security provides training to all employees as soon as practicable after they are hired, and additional training is provided when accessibility policies are revised or updated.
- The training ensures that all staff understand their responsibilities under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code.
- Managers and supervisors receive additional guidance on supporting accessibility, accommodations, and inclusive practices in the workplace.

Training Content

Training includes:

- An overview of the AODA and the requirements of the Integrated Accessibility Standards Regulation (IASR).
- The Ontario Human Rights Code as it pertains to persons with disabilities.
- How to interact and communicate with people with different types of disabilities.
- How to provide accessible customer service and assist people who use assistive devices or require support persons or service animals.
- How to use equipment or devices available at Northern Force Security that may help with providing goods or services to persons with disabilities.
- How to report and respond to accessibility-related feedback or concerns.

Delivery Methods

- Training is delivered through a combination of online modules, in-person sessions, and digital learning resources accessible through ADP Workforce Now or other platforms.



- All training materials are designed to be accessible and can be provided in alternate formats upon request.
- Employees are encouraged to ask questions or request additional clarification to ensure understanding and effective application of accessibility principles.

Record Keeping and Continuous Improvement

- Northern Force Security maintains records of all training provided, including dates and the number of participants trained.
- Training completion is tracked for all new hires and existing employees.
- Training content is reviewed annually to ensure alignment with updated legislation, policies, or best practices in accessibility.

Ongoing Actions (2025–2028)

- Continue to deliver AODA and Human Rights Code training to all new employees during onboarding.
- Refresh accessibility training for all existing employees every two years or when policies are updated.
- Provide role-specific training for managers, supervisors, and HR personnel on accessibility accommodation processes.
- Monitor feedback from employees to identify opportunities for improving training content and accessibility awareness.

Design of Public Spaces

Northern Force Security Inc. is committed to meeting the accessibility requirements of the Design of Public Spaces Standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) when constructing or making major modifications to any physical space under its control.

Commitment and Scope

- Northern Force Security operates from an administrative office located at 64 Jardin Drive, Unit 2B, Concord, Ontario, which is a rented office space on the second floor of a shared commercial building.
- The company does not own or control the building, and structural accessibility features such as entrances, stairways, parking, and washrooms are managed by the property owner.
- The building currently does not have an elevator, which may pose a physical barrier for individuals with certain mobility disabilities. Northern Force Security acknowledges this limitation and will continue to explore reasonable alternatives to accommodate visitors or employees who are unable to access the second floor.



Office Accessibility and Accommodations

- Meetings, interviews, or training sessions involving individuals who cannot access the second floor are offered virtually or off-site in an accessible location.
- The company maintains flexible arrangements such as remote interviews, online onboarding, and digital document sharing to ensure accessibility for all applicants, employees, and clients.
- Northern Force Security works with the property management to report any accessibility concerns in shared areas and encourages ongoing dialogue about potential building improvements.

Emergency Procedures

- Northern Force Security maintains emergency response procedures that consider the safety of all employees and visitors, including those who may require assistance during emergencies.
- Employees with disabilities are provided with individualized emergency evacuation plans when applicable.

Ongoing Actions (2025–2028)

- Continue to offer accessible meeting and interview alternatives for individuals unable to access the second floor.
- Maintain open communication with building management to advocate for accessibility improvements.
- Ensure that any future office relocation or lease renewal includes a review of accessibility features as part of the decision-making process.
- Review and update emergency procedures annually to ensure accessibility and safety for all.

Transportation

Northern Force Security Inc. operates a limited number of company vehicles used for internal operational purposes, including site patrols, supervision, and mobile response. The company does not provide transportation services to the public; therefore, the Transportation Standard under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) does not fully apply to our operations.

Commitment

Northern Force Security is committed to ensuring that any use of company vehicles supports accessibility and safety for employees. The company recognizes that some staff may require accommodations related to transportation or vehicle access.



Current Practices

- Company vehicles are assigned for work purposes such as patrols, supervision, and emergency site coverage.
- Where feasible, the company ensures that vehicles are suitable for safe entry, exit, and use by employees who may have specific accessibility needs.
- Employees with disabilities who are unable to operate or access company vehicles are provided with alternate work assignments or scheduling accommodations where possible.
- Travel or transportation for training or events is arranged in an accessible manner when requested.

Ongoing Actions (2025–2028)

- Continue to review vehicle use policies and procedures to identify and address accessibility barriers.
- Provide alternate arrangements for employees who require accommodation related to transportation.
- Ensure all future vehicle purchases or leases consider accessibility and ergonomic design features where feasible.
- Maintain open communication with employees to identify any barriers related to transportation in their duties.



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For More Information:

For more information on this accessibility plan, please contact at:		
Last Name	First Name	Middle Name
Telephone Number	Email Address	
Our accessibility plan is publicly posted at		
Website and/or Social Media Addresses		
Standard and accessible formats of this document are free on request from		
Last Name	First Name	Middle Name
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