Northerncom.com Accessibility Statement

Policy Owner	President
Policy Approver(s)	President
Related Documents	*Accessibility Policy*
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Effective Date	Mar. 19, 2021
Next Review Date	Mar. 19, 2024
Distribution	EXTERNAL, SUITABLE FOR PUBLIC-FACING WEB SITE

Contents

CONTROLLED DOCUMENT. THE LATEST ELECTRONIC VERSION IS THE OFFICIAL VERSION OF THIS OPERATING PROCEDURE.
Location: S:\Company Policies & Procedures\Administration — Last Updated: Mar. 19, 2021

Northerncom.com Accessibility Statement

Last Updated: March, 2021

Our Accessibility Policy

Northern Communication Services, Inc. is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Northern Communication Services, Inc. understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Northern Communication Services, Inc. is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

Northern Communication Services, Inc. is committed to excellence in serving all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Web-Based Service

Northern Communication Services, Inc. strives to ensure that its services are accessible to people with disabilities. **Northern Communication Services, Inc.** has invested a significant amount of resources to help ensure that its website is made easier to use and more accessible for people with disabilities, with the strong belief that every person has the right to live with dignity, equality, comfort and independence.

Accessibility on Northerncom.com

Northerncom.com makes available the **UserWay Website Accessibility Widget** that is powered by a dedicated accessibility server. The software allows **Northerncom.com** to improve its compliance with the Web Content Accessibility Guidelines (WCAG 2.1).

Enabling the Accessibility Menu

The **Northerncom.com** accessibility menu can be enabled by clicking the accessibility menu icon that appears on the corner of the page. After triggering the accessibility menu, please wait a moment for the accessibility menu to load in its entirety.

Disclaimer

Northerncom.com continues its efforts to constantly improve the accessibility of its site and services in the belief that it is our collective moral obligation to allow seamless, accessible and unhindered use also for those of us with disabilities.

Despite our efforts to make all pages and content on **Northerncom.com** fully accessible, some content may not have yet been fully adapted to the strictest accessibility standards. This may be a result of not having found or identified the most appropriate technological solution.

Here For You

If you are experiencing difficulty with any content on **Northerncom.com** or require assistance with any part of our site, please contact us during normal business hours as detailed below and we will be happy to assist.

Contact Us

If you wish to report an accessibility issue, have any questions or need assistance, please contact **Northerncom.com** Customer Support as follows:

Email: **info@Northerncom.com**

Access Keys

This site can be navigated by keyboard for users who do not use a pointing device (e.g. mouse, mousepad).

Most browsers support jumping to specific links by typing keys defined on the web site. On Windows, you can press ALT + an access key; on Macintosh, you can press Control + Option + an access key.

Access Key **h**: Home
Access Key **a**: Accessibility
Access Key **1**: About Us
Access Key **2**: 911 Service
Access Key **3**: Fire Dispatch
Access Key **4**: Alarm Monitoring
Access Key **5**: Vehicle Telematics
Access Key **6**: GPS Monitoring
Access Key **c**: Contact
Access Key **t**: Top of Page
Access Key **m**: Main Content

Text Size

Find "text size" buttons at the top right of this website's pages. They help you easily increase or decrease the website's text size especially on a computer of laptop screen. Click the big "A" for larger type and the small "A" for smaller type.

Internet Explorer 7 includes a zoom function that allows you to enlarge the whole browser window. You can access it by clicking the control and plus buttons (Ctrl +) together. If you are using Firefox version 1.5 or later, you can open the "View" menu to increase the text size. If you are using Google Chrome, you can zoom in through the options menu. The Web Accessibility Initiative's website provides more detailed information on changing text size and colour.
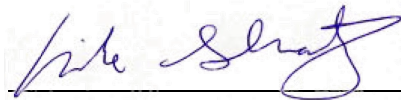
Approval and Review

The *Northerncom.com Accessibility Statement* shall be reviewed and approved at least once every three years.

Version ID	Approval Date	Name	Title	Next Review Date
2	Mar. 19, 2021	Mike Shantz	President	Mar. 2024

Authorization

Signature (physical or electronic) below indicates approval of and responsibility for the content of this document.

Mike Shantz, President	March 19, 2021
Reviewer Signature	**Name and Title (please print)**	**Date**

Revision History

Version ID	Date of Change	Author	Rationale
2	Mar. 19, 2021	Mike Shantz Chris Binstock (Technical Writer)	Updated to current format for posting to Northerncom.com.

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