



# Accessibility Plan Progress Report for Bridgewater Bank

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2025



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## General

Bridgewater Bank (BwB) is pleased to share our second Progress Report on Accessibility. This update highlights the steps we continue to take in carrying out the actionable commitments outlined in our 2023–2026 Accessibility Plan. This Plan is a key component of our compliance with the Accessible Canada Act (ACA), a federal law designed to help create a barrier-free Canada by the year 2040. The ACA reinforces the right of every individual to have their needs accommodated, free from discrimination, particularly based on disability.

As a wholly owned subsidiary of the Alberta Motor Association (AMA), Bridgewater Bank operates under AMA's core value of Respect. This means that we treat every person with dignity, regardless of ability. We listen actively to our customers and work collaboratively to improve accessibility; while also ensuring employees have the accommodation they need to provide exceptional service. Our aim remains to maintain a workplace and service environment that is inclusive and accessible for our employees, clients, and partners.

In the past two years, we have continued to make meaningful strides toward greater accessibility. This includes reviewing hiring processes, enhancing training, and evaluating the accessibility of our physical and virtual spaces. We value the feedback received from both employees and customers and remain dedicated to identifying and removing barriers to accessibility wherever they may exist.

## Contact Information and Feedback Process

We have designated our Director, Employee Engagement and Chief Accessibility Officer, to receive feedback on behalf of Bridgewater Bank. We will confirm we have received your feedback.

- **Accessibility Officer:** Jennifer Leonard, Director, Employee Engagement
- **By Mail:** 926 5 Ave SW, Suite 150, Calgary, Alberta T2P 0N7
- **By Phone:** 403-718-1733
- **By Email:** [JLeonard@BridgewaterBank.ca](mailto:JLeonard@BridgewaterBank.ca)
- **By Form:** [Bridgewater Bank Accessibility Act Feedback](#)

You can ask for a copy of our Accessibility Plan Progress Report or a description of our feedback process in one of these alternate formats: Print, Large Print, Braille, Audio Format.

We will send you the document, braille, or audio formats within 12 business days.

## Areas described under Section 5 of the Accessible Canada Act (ACA)

### Employment

Bridgewater Bank is committed to being accessible to all current and prospective employees at every stage of their employment lifecycle. In the last year, we have worked on improving our employment practices and processes to ensure accessibility for all.

Training is essential for all employees to ensure they meet the requirements of their roles. To support this, BwB has prioritized making our e-learning modules more accessible. We've implemented the following improvements:

- narration with closed captions on every slide
- captions added to all videos, alt text for necessary images
- removal of decorative images
- keyboard-friendly tab navigation
- unique slide titles
- larger caption text (150% size)
- minimum 18-point font on slides
- meaningful hyperlinks
- inclusive language (e.g., changing "See More" to "Learn More")

So far, 67% of our e-learning modules have been upgraded to meet these accessibility standards, and we are committed to reaching 100% by 2026.

It is important to BwB that every applicant feels supported and valued throughout the recruitment process. To ensure this, we've enhanced how we communicate the availability of accommodation during the recruitment process, making our approach more inclusive and inviting to candidates. A clear, welcoming message is now featured on every page of our Careers Site, encouraging applicants to let our recruitment team know how we can best support their individual needs.

### **The Built Environment**

Over the past year, improving Bridgewater Bank's facilities for better accessibility has been a top priority. In 2025, BwB is renovating our Calgary headquarters with a focus on improving accessibility for employees—despite the limitations of not owning the building. As part of these efforts, many workstations will be upgraded with sit/stand desks to support a wider range of mobility needs, enhance comfort, and promote a healthier, more inclusive work environment.

Additionally, a private multi-use room will also be introduced to support employee well-being. This space will accommodate various needs, including prayer or meditation, lactation, and quiet, low-sensory breaks.

### **Information and Communication Technologies (ICT)**

BwB ensures our employees can access the information and services they require. As an internal tool, we use Microsoft Windows 11 with available accessibility features for our employees to reliably communicate. Additionally, we focus on making our internal intranet, documents, software, and hardware barrier-free for people with disabilities.

### **Communications, other than ICT**

Accessible communication is now a core part of our culture, ensuring we effectively reach all employees and diverse audiences. Upon request, we provide accessibility services and alternative communication formats to employees, customers, and brokers.

## **Procurement of Goods, Services, and Facilities**

Given our minimal procurement relationships, BwB will integrate accessibility criteria into our procurement of goods and services to ensure compliance with accessibility requirements as we continue to enhance our policies and practices.

## **Design and Delivery of Programs and Services**

In 2025, BwB worked with our third-party vendor to create a process allowing customers to receive product information and statements in alternative formats. Upon request, customers can access all communication in braille, enlarged font, or accessible digital documents with audio-read features.

## **Transportation**

As Bridgewater Bank is not in the transportation business, this section does not apply.

## **Consultations**

BwB is expanding recruitment efforts to include the disabled community by partnering with a local organization, Progressive Alternative Society of Calgary (PASC). We will introduce additional partnerships in 2025 to help ensure our job postings are accessible and reach the right audiences.

## **Feedback**

As a part of BwB's Accessibility Plan, we established a feedback process for individuals to share comments and ideas. This includes an external form posted on our website for customers and community members to provide feedback. To date, we have not received any feedback. We continue to actively seek feedback from employees with disabilities regarding their experiences. BwB is a small organization (approximately 120 employees) with a minimal employee population who identify as a person with a disability. As a part of our consultation, we continue to ask employees to provide their feedback on our facilities, team events and activities, and work environment set up. The feedback received supports the actions detailed above and will inform future action plans.

Employees are also encouraged to provide anonymous feedback in our semi-annual employee engagement survey. In the Fall 2024, a topic was included related to Diversity, Equity, and Inclusion: 'All employees are treated fairly regardless of their background or identity'. 92.9% of Bridgewater Bank employees agreed or strongly agreed with that statement. There was also a comment option for that question, where employees could provide additional feedback.