

## **AODA Customer Service Standard**

### **Accessibility for Ontarians with Disabilities Act (AODA)**

#### **Policy**

##### **1. PURPOSE**

The purpose of this policy is to outline responsibilities of employees, volunteers and others who deal with the public or other third parties on behalf of The Credit Union in providing products and services to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act, 2005.

##### **2. SCOPE**

This policy applies to all employees, volunteers and others who deal with members, the public or other third parties on The Credit Union's behalf.

##### **3. POLICY**

#### **3.1 Our commitment**

The Credit Union strives at all times to provide its products 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 products and services and allowing them to benefit from the same products and services, in the same place and in a similar way as other members and/or patrons.

#### **3.2 Providing goods and service to people with disabilities**

The Credit Union is committed to excellence in serving all members and patrons including people with disabilities. This commitment is demonstrated in the areas of:

##### **3.2.1 Communication**

We communicate with people with disabilities in ways that take into account their disability.

We train staff who communicate with members and patrons on how to interact and communicate with people with various types of disabilities.

##### **3.2.2 Telephone services**

We are committed to providing fully accessible telephone service to our members. We

train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

### **3.2.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our products and services. We ensure that our staff is trained and familiar with various assistive devices that may be used by members and/or patrons with disabilities while accessing our products and services.

### **3.2.4 Statements**

We are committed to providing accessible statements to all of our customers. Statements will be provided in alternative format upon request where available. We will answer any questions members may have about the content of the statement in person, by telephone or email (notwithstanding any privacy obligations in order to protect our members' privacy rights).

### **3.3 Use of service animals and support persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Due to the location of some of our Credit Union branches within the Host's premises, please contact us should you require use of service animals and we will make arrangements for your access within keeping of our landlord's policies and procedures regarding same.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Credit Union's premises with his or her support person.

### **3.4 Notice of temporary disruption**

The Credit Union provides members and patrons with notice in the event of a planned

or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. This notice will be placed on our website and posted at the location(s) affected.

#### 4. PROCEDURE:

##### **4.1 Training for staff**

The Credit Union provides training to all employees, volunteers and others who deal with the members, the public or other third parties on our behalf. Training is developed and delivered in various formats to all staff including administrators, support staff and executive, all full time and part time staff as well as all volunteers. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to learn about the use of various assistive devices;
- What to do if a person with a disability is having difficulty in accessing the Credit Union's products or services;
- The Credit Union's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way products and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

##### **4.2 Feedback process**

The ultimate goal of The Credit Union is to meet and surpass member expectations while serving patrons with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. If you are a person with a disability and having trouble accessing a product or service from the Credit Union, please speak with an on-site supervisor in branch, telephone us at 416-238-5606

or email us at [mail@theenergycu.com](mailto:mail@theenergycu.com). If your concern or complaint is not resolved to your satisfaction please contact the Credit Union's Compliance Officer:

Dahlia Billingsley  
2 Carlton Street Suite 810  
Toronto, ON M5B 1J3  
416-238-5606

Members can expect to hear back within ten business days.

#### **4.3 Modifications to this or other policies**

We are committed to developing member service policies that respect and promote the dignity and independence of people with disabilities. All Credit Union policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

#### **4.4 Questions about this policy**

This policy exists to achieve service excellence to members with disabilities. Questions about this policy can be directed to the Chief Executive Officer at 416-238-5606 or [dkocet@theenergycu.com](mailto:dkocet@theenergycu.com). Questions in writing can be forwarded to:

Diane Kocet  
615 Davis Drive, Suite 301  
Newmarket, ON  
L3Y 2R2

This policy is available in alternate formats upon request.