

Quinte First Credit Union Limited

Accessibility for Ontarians with Disabilities (AODA) Policy

1. **Our mission**

The mission of Quinte First Credit Union is by working together, we create financial well-being for our members, their families and our community.

2. **Our commitment**

In fulfilling our mission, Quinte First Credit Union is committed to providing its products and services in a way that respects the dignity and independence of people with disabilities.

We believe in co-operative values and conduct our business with these values in mind. We care about our members, our staff and our community. We respect the people we work with and listen to their individual goals and needs.

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 services, in the same place and in a similar way as other members.

3. **Providing products and services to people with disabilities**

Quinte First Credit Union is committed to excellence in serving all members including people with disabilities and we will carry out our functions and responsibilities in the following areas:

a. **Communication**

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

We will train staff in communicating with members on how to interact and communicate with people with various types of disabilities.

b. **Telephone services**

We are committed to providing fully accessible telephone service. We will train staff to communicate with people over the telephone in clear and plain language and to speak clearly and slowly.

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c. 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 will ensure that our staff are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our products or services.

d. Notices and Statements

We are committed to providing accessible statements to all of our members. For this reason, statements and notices will be provided in alternative formats upon request.

We will answer any questions members may have about the content of the statements or notices at the branch in person, by telephone or e-mail.

4. 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.

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 Quinte First Credit Union's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

5. Notice of temporary disruption

Quinte First Credit Union will provide members 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, the anticipated duration, and a description of alternative facilities or services, if available.

We will post notices at the branch, on our website and on the telephone

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6. Training for staff

Quinte First Credit Union will provide training to all employees and volunteers who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided as part of orientation training for all new staff before they commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Integrated Accessibility Standards Regulation.
- 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
- What to do if a person with a disability is having difficulty in accessing Quinte First Credit Union's products and services
- Quinte First Credit Union's policies, practices and procedures relating to the customer service standard.

All staff that have customer contact 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.

7. Recruitment

Accessible Recruitment, Assessment and Selection Process:

- Quinte First Credit Union believes employees with disabilities are entitled to the same opportunities and benefits.
- We will notify prospective internal and external job applicants that accommodations for applicants with disabilities will be provided on request during the interview process.
- Quinte First Credit Union will consult with the applicant / employee to arrange for appropriate information and communication support required.
- Successful applicants will be informed of policies used to support employees with disabilities.
- We are committed to accommodate so the individual can do their job

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8. Individualized Workplace Emergency Response

Quinte First Credit Union provides individualized workplace emergency response information to all employees who have a disability (if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability)

- with the employees consent and if required by employee, Quinte First Credit Union shall provide the individualized workplace emergency response information to the person designated by Quinte First Credit Union to provide assistance to the employee.
- We will work with the individual to develop and documented an individual accommodation plan for employees with disabilities.

9. Return to work process

We have in place a return to work process for our employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. This process and accommodations are provided by Co-operators Insurance Group.

10. Feedback process

The ultimate goal of Quinte First Credit Union is to meet and surpass customer expectations while serving members with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Quinte First Credit Union provides products and services to people with disabilities can be made by e-mail, verbally in person or by telephone or feedback form. All feedback will be directed to the President and CEO.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of Quinte First Credit Union that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

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11. Questions about this policy

This policy exists to achieve service excellence to members with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation will be provided by the President and CEO of Quinte First Credit Union.