

# **KINGSTON COMMUNITY CREDIT UNION LIMITED**

## **AODA CUSTOMER SERVICE POLICY**

Kingston Community Credit Union (KCCU) supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the Ontarians with Disabilities Act (ODA), 2001 and the Accessibility for Ontarians with Disabilities Act (AODA), 2005. It is the goal of KCCU to make our branches barrier-free by 2025. As we move closer to that date, it is expected that products, services and facilities will become progressively more accessible and responsive to the needs of persons with disabilities.

Accessibility standards will set requirements in a number of other key areas and will be reviewed at least every five years. New requirements may be added over time. Whenever new or revised standards are developed under the AODA, this policy will be reviewed and updated as necessary to ensure consistency.

The policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected whenever they interact with KCCU.

This policy is available in alternate formats upon request.

### **Our Mission**

The goal of Kingston Community Credit Union is to maximize member benefits through cost effective financial services, consistent with co-operative principals, applicable legislation and prudent management.

### **Our Commitment**

Kingston Community Credit Union is committed to providing 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 allow them to benefit from the same products and services, in the same place and with the same quality and timeliness as other members.

### **Policy**

Kingston Community Credit Union is committed to excellence in serving our diverse members and community, including persons with disabilities, in the following areas:

## **1. Training for Staff**

KCCU will provide training to all employees, volunteers and any other individuals who provide contact with our members, the public or other third parties on our behalf. Training is developed and delivered to all staff; both full and part time; including administrators, support staff, the executive, as well as those that are involved in the writing and developing of customer service policies, practices and procedures. New staff will undertake training as part of their orientation.

KCCU will provide staff with training that includes:

- A review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Accessibility Standards for Customer Service;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- How to use the equipment or devices available on the provider's premises, or otherwise, that may assist with the provision of products or services to persons with disabilities;
- What to do if a person with a disability is having difficulty in accessing the credit union's products and services; and
- KCCU policies, practices and procedures relating to the provision of products or services to persons with disabilities.

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

## **2. Assistive Devices**

KCCU is 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 our members and/or patrons with disabilities while accessing our products and services.

## **3. Use of Service Animals and Support Persons**

KCCU is committed to welcoming people with disabilities who are accompanied by a service animal on the part 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 the 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. In a case where sensitive and/or personal information is being discussed, the person with a disability will be asked for permission to continue in front of the support person; in accordance with the Privacy Act.

## **4. Communication**

KCCU Staff will communicate with persons with disabilities in ways that take into account their disability. This means staff will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting KCCU products, services and facilities.

KCCU will train staff who communicate with customers on how to interact and communicate with persons with various types of disabilities.

### **4.1 Telephone Service**

We are committed to providing fully accessible telephone service to our members. We train staff to communicate with people with various types of disabilities.

### **4.2 Email**

KCCU will ensure that all emails take into account the needs of a person with a disability, and alternate forms of communication will be used where applicable.

### **4.3 Receipts**

KCCU is committed to providing receipts to our members that takes into account a person`s disability. Receipts will be made available in an alternate format or size upon the request of our member. KCCU staff will answer any questions members may have about the information provided on their receipt in person, on the telephone or email (notwithstanding any privacy obligations in order to protect our members` privacy rights).

### **4.4 Statements**

KCCU is committed to providing accessible statements to all of our members. Statements will be provided in alternate formats upon request where available. KCCU staff 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).

## **5. Notice of Temporary Disruptions**

The Kingston Community 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; weather permitting. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice (where possible) will be placed at all public entrances, ATMs and service counters on our premises. Depending on the nature of the disruption, notice will also be provided on outgoing telephone messages and on the KCCU website.

This notice will be provided in accessible formats.

## **6. Feedback Process**

The ultimate goal of Kingston Community 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 KCCU, please call and speak with a supervisor at your branch.

KCCU will inform members what methods are available for giving feedback. If a method is not suitable, members may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Credit Union services.

Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address, and must be reviewed for action, possibly at a higher level. Members can expect acknowledgement of verbal/telephone feedback, or feedback left on a comment card, or received through the mail or by email within ten business days of the receipt of the complaint. The acknowledgement must indicate when the matter will be addressed and when the customer will be notified, and the credit union will follow up with any required action within the timeframe noted in the acknowledgement. Feedback/response will endeavour to be in a format that is accessible to the complainant

## **7. Modifications to this or other Policies**

KCCU is committed to ensuring that the customer service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons 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 people with a disability.

## **8. Questions about this Policy**

This policy exists to achieve service excellence to members with disabilities. If anyone has a question or concern about this policy, if the purpose of the policy is not understood, or to receive a copy of this policy, please contact:

Chair of the Health and Safety Committee  
Kingston Community Credit Union  
795 Gardiners Rd  
Kingston, ON, K7M 7E6  
Telephone: 613-384-5555