



**ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT (AODA)
ISSUED NOVEMBER, 2011**

BUSINESS OWNER: OPERATIONS DEPARTMENT

Version 2.0

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1 Accessibility for Ontarians with Disabilities Act (AODA) Policy

1.1 AODA Policy Statement

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

The Accessibility Standards for Customer Service (“the Standard”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at Peoples Credit Union strive to provide an accessible customer/member service experience. The objective of this policy is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

1.2 AODA – Purpose and Application

The purpose of this policy is to meet the requirements of Accessibility Standards for Customer Service as outlined in Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005 by establishing member/customer service standards of access for people with disabilities.

This policy outlines the first of five key areas for creating consistent accessibility standards for all Ontarians....The Customer Service Standard.

The Policy applies to all persons who, on behalf of Peoples Credit Union, deal with members of the public or other third parties. This includes our employees, management and Board of Directors. All staff responsible for the development, implementation or oversight of Peoples Credit Union policies, practices and procedures needs to ensure this policy is accounted for.

1.3 Definitions

Assistive Device – Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

Disability – Has the same definition as is provided under the Act and Human Rights Code, R.S.O. 1990, c. H.19.

Guide Dog – A guide dog as defined in section 1 of the Blind Persons Rights’ Act is a dog trained as a guide for a person who is blind and having qualifications prescribed by the regulations under the Blind Persons’ Rights Act.

Service Animal – An animal is a service animal for a person with a disability,

- a) If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.

1.4 Core Principles of the Policy

We endeavour to ensure that the Policy and related practices, policies and procedures are consistent with the following four (4) core principles:

- a) **Dignity** – Persons with a disability should be treated as valued members as deserving of service as any other member
- b) **Equality of Opportunity** – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our products and services.
- c) **Integration** – Wherever possible, persons with a disability should benefit from our products and services in the same place and in the same or similar manner as any other member. In circumstances where integration does not serve the needs of the person with a disability, products and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- d) **Independence** – Products and services should, where possible, be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with a disability but will not do so without first attempting to get the permission of the person with a disability.

1.5 The Customer Service Standard

The Customer Service Standard regulation requires designated private sector organizations to be in compliance with a number of customer service accessibility standards by January 1, 2012. In fulfilling our mission, vision and values and being committed to providing superior service, Peoples Credit Union will make every reasonable effort to ensure all experiences are positive ones and consistent with the principles of dignity, equality of opportunity, integration and independence as defined above.

1.5.1 Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our products and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will make best efforts to provide an alternative means of assistance to the person with a disability.

1.5.2 Communication

Peoples Credit Union will communicate with people with disabilities in ways that take into account their disability.

1.5.3 Service Animals

Persons with a disability may enter the premises accompanied by a guide dog or service animal and keep the animal with them. It is the responsibility of the person with a service animal to control the animal at all times. In the event that a staff member or other member is allergic to animals, alternative arrangements will be negotiated.

1.5.4 Support Persons

Persons with a disability may enter the premises accompanied by a support person and may have access to that support person at all times. Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

1.5.5 Notice of Temporary Disruption

Peoples Credit Union will make every reasonable effort to provide members/customers with notice in the event of a planned or unexpected disruption to services or facilities usually used by persons with disabilities.

The notice will be posted at the entrance of the applicable premises.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

1.5.6 Training for Employees

Peoples Credit Union will provide training, and ongoing training as required under the Standard, to all persons to whom this Policy applies. Training will be provided when changes are made to this policy and/or practices and/or procedures related to the provision of service to persons with disabilities.

The credit union will ensure that all employees are familiar with the Customer Service Standard as outlined in the AODA. All employees are required to participate in an online training program that is offered through Cusource Knowledge Networks. Cusource has partnered with proLearning innovations to help Credit Unions meet the compliance requirements.

After completing this program employees will understand:

- the purpose and requirements of the Accessibility for Ontarians with Disabilities Act, 2005, (AODA) ;
- the credit union's policies, procedures and practices for providing accessible products and services to people with a disability;
- how to interact and communicate with people who have various types of disabilities;
- how to interact with and accommodate service animals, support persons and assistive devices;
- how to provide support to a person with a disability who may be having difficulty accessing the credit unions products or services;
- how to ensure the public is aware of the credit union's feedback and member complaint procedures about accessibility.

Annually, staff will sign an affirmation to the content of this policy.

2.1.7 Feedback Process

Peoples Credit Union welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

- i. In person at any of Peoples Credit Union branch locations or Head Office listed below by speaking with the Branch Manager or Member Relations Officer.
- ii. By telephone to any of Peoples Credit Union Branch or Head Office location as listed below.
- iii. In writing to any of the mailing addresses listed below.
- iv. Electronically by emailing info@peoplescu.ca.
- v. By completing a Member Relations Form in any branch. You can get a form from any Peoples Credit Union staff member.
- vi. By completing a feedback form through the website at <https://www.peoplescu.ca>.

	Stroud Branch	Alcona Branch	Shelburne Branch	Tollendale Branch	Head Office
Mailing and/or Physical Address	8034 Yonge Street Innisfil ON L9S 1L6	1040 Innisfil Beach Road Innisfil ON L9S 2M5	133 Owen Sound Street Shelburne ON L0N 1S0	102-274 Hurst Drive Barrie ON L4N 0Z3	8034 Yonge Street Innisfil ON L9S 1L6
Telephone #	705-436-1910	705-436-6005	519-925-3204	705-719-4460	705-436-2044
Toll Free #	1-877-414-0195	1-877-414-0196	1-877-925-3204	1-866-992-9931	1-888-777-8891
Fax #	705-436-7548	705-436-4603	519-925-2311	705-719-4464	705-431-5610

Where feedback indicates our service does not meet the requirements of this policy, complaints will be addressed as soon as reasonably possible. Members/customers can expect to hear back within five (5) business days. In certain circumstances we may be required to take more action to effectively address the complaint. In such circumstances the member will receive an acknowledgement that the complaint has been received within (5) business days and we will respond to the complaint as soon as it is practicable thereafter.

Feedback may be shared anonymously however we will not be able to respond to anonymous comments.

1.5.7 Documentation to be Made Available

This Policy shall be made available to any member of the public upon request.

Notification of same shall be posted on our website.

1.5.8 Format of Documents

Peoples Credit Union will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

1.6 Annual Accessibility Report

An accessibility report will be filed annually and will also be available to the public upon request. The accessibility report must contain a statement certifying that all the information that is required to be provided under the Act has been provided and that the information is accurate. This certification must be signed by a director, senior officer or other person with authority to bind the organization. Annually the report will be reviewed and accepted by the Board of Directors prior to being submitted.

