

# OPPA CREDIT UNION ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

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## **Member Service Policy Statement Providing Goods and Services to People with Disabilities**

### ***Our Mission***

The mission of OPPA Credit Union is to provide the OPP family with a lifetime of superior financial experiences. We equally value safeguarding of member assets, member satisfaction and employee satisfaction.

### ***Our Commitment***

In fulfilling our mission, OPPA Credit Union strives at all times to provide its goods 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 goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other members.

### ***Providing goods and services to people with disabilities***

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

#### ***Communication***

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

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

All employee email signatures include a disclaimer regarding accommodation needs, and communication support.

#### ***Telephone Services***

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

We shall offer to communicate with members by email and facsimile if telephone communication is not suitable to their communication needs or is not available.

#### ***Assistive Devices***

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

We shall also ensure that staff know how to use the following assistive devices available on our premises for members: manual/automatic entrance doors.

#### ***Statement of Accounts***

We are committed to providing accessible statements of accounts to all of our members. For this reason, statements of account shall be provided in the following formats upon request: hard copy, Internet banking and electronically. Larger print copies and access to verbal account transactions shall be available upon request.

We shall answer any questions members may have about the content of their statements of account in person, by telephone or electronically.

***Premises Facilities***

We provide washroom facilities that are accessible for our disabled members and disabled staff members, as well as our safety deposit boxes are also fully accessible for those with disabilities.

Parking spaces for disabled members are clearly marked and our employee parking lot could accommodate an appropriate and clearly marked parking space for a disabled employee, should that need arise.

***Use of Service Animals and Support Persons Service Animals***

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 shall 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. It is the responsibility of the person with a service animal to control the animal at all times. In the event an OPPA Credit Union staff member is allergic to animals, alternative arrangements shall be determined on a case by case basis.

***Support Persons***

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 shall be allowed to enter OPPA Credit Union's premises with his or her support person. At no time shall 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. 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.

***Notice of Temporary Disruption***

OPPA Credit Union shall provide our member with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice shall include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

The notice shall be placed at all public entrances and service counters on our premises.