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ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

Definitions

Definitions, originally stated by the Human Rights Code of Ontario, have been reworded to best suit our staff and members.

Define Disability:

- Physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness/visual impediment, deafness/hearing impediment, muteness/speech impediment or physical reliance on a guide animal, wheelchair or other remedial appliance or device.
- Mental impairment or developmental disability.
 - Example: down syndrome.
- Learning disability or dysfunction in one or more processes involved in understanding or using symbols or spoken language.
 - Example: dyslexia.
- Mental disorder.
 - Example: depression and anxiety.
- Injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
 - Example: broken leg.

Define Assistive Device:

- Any device which helps a member with a disability function easier. This includes but is not limited to a magnifying glass, oxygen tank, wheelchair, walker, crutches, an amplifying device or hearing aid.

Define Service Animal:

- Any animal which is certified through a professional doctor.
- Depending on the circumstance, proof may be required up to and including a doctor's note, or training certificate.
- Example: seeing-eye dog, ferret, cat, rat.

Define Support Person:

- Anyone who assists persons with a disability. This can include a friend, neighbour, family or a professional.
- The persons with a disability must be aware of the nature of the information that is being communicated, and must give written or verbal consent for the support person to be aware of said information.
- Example: translator, daughter/son, mother/father.

Note: Allergies and addictions are not considered to be a disability, and will not be treated in the same manner.

Mission Statement

The mission of the Education Credit Union, hereby referred to as ECU, is to maximize member benefits through cost-effective financial services consistent with co-operative principles, applicable legislation, and prudent management. ECU is committed to providing excellent service to all of our members, including those with disabilities.

Member Service Standard

We are a professional financial team, dedicated to assisting our members in an efficient and courteous manner. Our goal is to recognise and respect our members' needs. This includes providing equal opportunity to those in our community with disabilities by providing accessible goods and services, and welcoming suggested improvements on ECU services.

Communication

While communicating with a member with disabilities, staff will take into account their disability. If there is communication through writing, it will be written with clear writing/font and using positive, proper wording.

If in person, staff will speak in a clear voice with a positive tone. Staff will speak at a good volume and listen to what the member is communicating.

If the member has a preferred method of communication which is reasonable, staff will communicate in that way. If the preferred method is unreasonable or not possible – for example, through brail – the member will be offered an alternative method which also suits their needs.

Assistive Devices

Any members with a disability which require any kind of assistive device are welcome to use their personal device on ECU grounds. Staff will be trained on the basic assistive devices, such as wheelchairs, and will not handle any device without permission from the owner of said device. If a device's authenticity is called into question, the member must show proof of the devices use. This could be a certificate, doctor note, or other form of professional acknowledgement.

Note: At this time, there are no assistive devices offered by ECU.

Service Animals

Any members with a disability which require a service animal are welcome to have said animal on ECU grounds. The animal must be kept under control at all times while inside the building. If requested by staff, the member must show proof of the service animals' authenticity.

Staff will be trained on how to interact with service animals, and will not touch any service animal without verbal or written permission from the owner.

If there are any allergies or severe fears of the support animal from another member(s) or staff, accommodations will be made to ensure the safety of all parties.

Support Persons

Any members with a disability which require a support person is welcome to have said person accompany them on ECU grounds. A support person could be a family member, friend or professional. However, if confidential information is being communicated, verbal or written permission must be given by the member in order to disclose any such information in the support person's presence.

Our staff will be trained on how to interact with a member with a service person, as well as on how to assist members with disabilities.

Training

All ECU staff has taken the CUSource "Understanding disability and the AODA" training course as of January 1, 2012, in addition to an extra training period outlining the new procedures and policies of the ECU member services. Both training sessions will be tracked.

Training includes an introduction to the AODA and its purpose, its requirements, the role and use of services animals, support persons and assistive devices, and the best practices for communication and interaction.

Training includes all full and part-time staff as well as volunteers, seasonal and contracted parties who participate in the development of ECU policies, practices and procedures, or interact with the public on behalf of ECU. All new employees will be trained with the same tools within their first 30 days of work.

Notice of Temporary Disruption

If there is a temporary disruption – expected or not expected – of our systems, services or facilities, there will be a notification posted:

- a) on the main entrance doorway of all branches affected
- b) online at ecusolutions.com (provided the website is up and running)
- c) in the previous newsletter, if known in advance (holiday closure)

This notification includes the cause of the disruption, anticipated duration, and a description of alternative facilities or services if available. Notice will be posted upon discovery. Once the disruption has been resolved, notification will be given in the same manner for an appropriate amount of time. This excludes holidays.

If there is any confusion or further inquiry, members are welcome to contact the ECU either in person at one of our three branches, or through info@ecusolutions.com.

Availability of Documents

Our policies on member services and the AODA are available to anyone through our website (www.ecusolutions.com), in pdf format or audio, or printed upon request at any of our three branches.

Procedures are available upon request by the member. Procedures may contain more sensitive information.

All forms/ documents to be filled out by/ given to members have the option of being provided in an alternative format in accordance with the member's disability. Depending on the document, this could include: larger print or verbal communication by a staff member.

Feedback

We always welcome feedback from our members. This could be in the form of a written or typed letter/email (info@ecusolutions.com), or a verbal statement to a staff member. All complaints and feedback will go through Melanie Mondoux, the CEO.

If submitting a complaint, it must include the date/time of the incident, whether it was service or accessibility related, and any comments made by the member about the issue.

Members with disabilities are welcome to provide comments on how to improve service and accessibility at the ECU.

Reporting

A report will be submitted to Ministry of Social and Community Services Government of Ontario by March, 2012, confirming that ECU has created and enforced policies and procedures regarding the Accessibility Standard for Customer Service.

As of November, 2011, only one report must be submitted.

Contact Information

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