

## Accessibility for Ontarians with Disabilities Act (AODA)

### Providing Goods and Services to People with Disabilities Service Policy

#### 1. Our Commitment

It is the policy of FirstOntario that all service locations are committed to providing quality financial services to each member of the credit union. FirstOntario Credit Union Limited will provide services, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

**Diversity:** as part of our commitment to excellence, we seek to recognize and remove the obstacles faced by traditionally under-represented groups in order to facilitate their access to all services provided by FirstOntario Credit Union Limited. We respect and celebrate the diversity of people who make up our communities.

#### 2. Providing Goods and Services to People with Disabilities

FirstOntario Credit Union is committed to excellence in serving our diverse user community, including persons with disabilities, and we will carry out our service goals of anticipating information and service needs related to the goal for exceptional member experience.

##### 2.1. Communication

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

Employees who communicate with Members will be trained on how to interact and communicate with people with various types of disabilities.

##### 2.2. Telephone Services

Fully accessible telephone service will be provided to our Members. Our employees will be trained to communicate with Members over the telephone in a clear and plain language and to speak clearly and slowly.

##### 2.3. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

##### 2.4. Other

FirstOntario Credit Union will deliver reading material in a format that is appropriate in meeting the individual member's needs.

When assisting members with their financial needs, FirstOntario Credit Union employees will take into account the diverse needs of people with disabilities.

##### 2.5. 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 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 FirstOntario'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. 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.

## **2.6. Notice of Temporary Disruption**

FirstOntario will provide Members with as much notice as possible 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.

The notice will be placed at all public entrances to our premises.

## **3. Our Policy**

Effective January 1, 2012 FirstOntario (along with other businesses in Ontario) is required to comply with the Accessible Customer Service Standard under Accessibility for Ontarians with Disabilities Act (AODA).

For more information on the standard, visit [ontario.ca/AccessON](http://ontario.ca/AccessON).

### **3.1. Modifications to this or other policies**

We are committed to developing Member service policies that will 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 Members with disabilities.

### **3.2. Questions about this policy**

This policy exists to deliver service excellence to Members and non-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 AODA Officer at FirstOntario (for contact information, see section 4.1, Complaint Process).

### **3.3. Availability of Documents**

In addition to this online version of FirstOntario's policy statement, the Statement and all other documents required by the Customer Service Standard related to FirstOntario's policies, practices and procedures on providing services to persons with disabilities can also be obtained by contacting the AODA Officer.

This documentation will be made available upon request to Members and non-Members with disabilities in a format that takes into account their disability. The length of time it will take to provide information in alternative formats will depend on the format requested. Every effort will be made, however, to process requests in a timely fashion.

## **4. Your Feedback Matters**

Feedback regarding the way FirstOntario provides goods and services to people with disabilities can be made by using the process outlined below. All feedback is taken seriously and each communication is directed to the responsible department for review and necessary action.

### **4.1. Complaint Process**

If you have a problem, issue or complaint of any sort, we encourage you to contact us following the process outlined below.

#### **Step 1**

To help us resolve your situation quickly, please gather all the relevant information, such as:

- Your preferred method of reply: mail, e-mail, or phone (if phone, when is the best time to call)
- Date(s) of occurrence
- Supporting statements or documents, if any
- The names of any specific employees involved

- Brief overview of the situation that occurred
- Names of any individuals involved

## **Step 2**

Contact your branch manager or you can also e-mail us at [contact@FirstOntariocu.com](mailto:contact@FirstOntariocu.com)

Our employees are empowered to handle virtually any problem that you may have encountered.

## **Step 3**

If the Branch Manager was unable to satisfy your concern, you may wish to escalate your concern further by contacting our AODA Officer:

By Mail: FirstOntario Credit Union  
Attention: AODA Officer  
688 Queensdale Ave E  
Hamilton, ON L8V 1M1

By Phone: 1-800-616-8878

By Email: [contact@FirstOntariocu.com](mailto:contact@FirstOntariocu.com)