

Northern Credit Union Policy

Accessibility Standards for Persons with Disabilities

Updated September 24, 2011.

Northern Credit Union is committed to excellence in serving all customers/members including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

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

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises – without any fees. We will obtain consent from the person with a disability, where necessary, to discuss confidential and private matters in the presence of the support worker.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Northern Credit Union will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at the physical facility where the disruption is to occur and on our official web site – Northernncu.com

Training for staff

Northern Credit Union will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- all staff serving members in a Retail setting or by remote means where direct member contact is required

This training will be provided to staff as part of initial orientation to employment with Northern Credit Union (within 90 days). It will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer/member service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- General information on the use of various assistive devices
- What to do if a person with a disability is having difficulty in accessing Northern Credit Union's goods and services

Staff will also be trained when changes are made to your plan.

Feedback process

Customers who wish to provide feedback on the way Northern Credit Union provides goods and services to people with disabilities may contact Northern verbally, via regular mail, via General Feedback at NorthernCU.com or via our Count on Me program.

All feedback will be directed to the Director of Operations and can expect to hear back in five (5) business days.

Complaints will be addressed according to our organization's regular complaint management procedures. (Count on Me)

Modifications to this or other policies

Any policy of Northern Credit union that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.