
	Policy	Accessibility
	Effective Date	February 2024
	Previous Issue Date	December 2022
	Next Review Date	February 2026

Table of Contents

Accessibility for Customer Service Standard	2
Communication and Information	2
Assistive Devices.....	3
Support Persons	3
Service Animals.....	3
Maintain Barrier Free Access.....	3
Notice of Temporary Disruption	4
Feedback Process.....	4
Training.....	4
Written record of accessibility and training policies	5
Accessible Information and Communication Standard	6
Definitions	6
Obligations.....	7
1. Accessible Web Content and Applications.....	7
2. Requests for Accessible Information/Communication.....	8
3. Staff Awareness and Training	8
4. Feedback and Response	8

	Policy	Accessibility
	Standard	Accessibility for Customer Service

Accessibility for Customer Service Standard

Stride Credit Union is committed to complying with the [Accessibility Standard for Customer Service](#) under The Accessibility for Manitobans Act. Stride's policies, practices and measures reflect the principles of dignity, independence, integration, and equal opportunity for people with disabilities.

If a barrier to accessing our goods or services cannot be removed, we seek to provide alternate ways to access the goods or services.

The following policy statements, organizational practices and measures are intended to meet the requirements of the Accessibility Standard for Customer Service.

This policy applies to all employees of Stride Credit Union.

Communication and Information

Stride Credit Union meets the communication needs of our members.

Practices:

- To meet communication needs, when appropriate we offer to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.
- We also:
 - keep paper and pens available to write things down
 - offer a chair when longer conversations are needed
 - offer a quieter space
 - sit down to engage with someone using a wheelchair
- We use signs and documents that are easy to read, including using larger fonts and colour contrast, and ensuring messages are not printed on images.
- We write signs and documents in plain language.
- We ensure our website and online banking platform meets standard accessibility guidelines such as font size, colours, etc.

Assistive Devices

Stride Credit Union accommodates the use of assistive devices when members are accessing our goods, services or facilities. Generally, these include devices that assist with mobility, vision, dexterity or hearing loss (ex. Wheelchairs, walkers, oxygen tanks, etc.)

Practices:

- Training includes appropriate interaction of staff with members using assistive devices.

Support Persons

We welcome members accompanied by a support person.

Practices:

- We address the member, not the support person, unless requested by the member to do otherwise.
- We make space for support persons on-site and ensure members have access to their support persons at all times.

Service Animals

We are committed to meeting the requirements of Manitoba's Human Rights Code and welcome members accompanied by service animals. The Human Rights Code (Manitoba) defines a service animal to be "an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability." A service animal can often be identified through visual indicators, such as a harness or vest, or through the assistance it is providing.

Practices:

- Stride Credit Union employees:
 - treats a service animal as a working animal
 - do not distract a service animal from its job by petting, feeding or playing with it, unless given permission by the person with the service animal to do so
- If we have concerns, we may ask if the animal has been trained to help a person with a disability-related need.
- We do not inquire about the disability.
- We expect the person who is handling the service animal to maintain control of the animal physically or through voice, signal, or other means.

Maintain Barrier Free Access

We are committed to maintaining barrier free access to our branch locations.

Practices:

- We keep hallways, aisles, entrance, and reception areas, waiting rooms and meeting rooms clear of clutter.
- We keep our entrance area clear of ice and snow.
- We use both audio and visual cues to inform customers it is their turn to be served.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities (i.e. elevator or automatic door), we will promptly post notices. A clearly posted notice will include information about the reason for disruption.

Practices:

- The notice will be publicly available and posted at the entrance of the premises.
- We work with the customer to find other ways to provide goods and services.
- We let the public know about disruptions through:
 - Notices on premises
 - Alerts on website
 - Posts on Facebook and Instagram

Feedback Process

We welcome feedback on how we provide accessible customer service. Member feedback will help us identify barriers and respond to concerns.

Practices:

- Members can provide feedback by speaking with a representative at their local branch.
- Members unable to attend the branch can provide feedback through these alternate methods:
 - Email: accessibility@stridecu.ca
 - Phone: 204.856.2700
- All feedback is directed to the Accessibility champion, who determines what action, if any, should occur.
- If the feedback requires us to follow-up, the member is notified that the request is being reviewed and when they can expect a response.
- We let the member know what action we will take to address their feedback, if any.

Training

All staff receive training on accessible customer service and new employees are trained within 30 days of being hired. HR has a record of who has completed training and when.

Training includes:

- The purpose of The Accessibility for Manitobans Act and the requirements of the Customer Service Standard.
- Stride Credit Union's Accessibility for Customer Service Policy.
- How to interact and communicate with people disabled by barriers, including persons who use assistive devices, are assisted by a support person and/or are assisted by a service animal.
- We provide refresher training regularly, including updates to policies, practices, and measures.


Written record of accessibility and training policies

We keep a written record of our accessibility and training policies.

Practices:

- We let the public know that our accessibility and training policies are available in the following ways:
 - posted on website
 - through employees (in-person, or by phone)
- We provide our policies within a reasonable timeframe, at no cost, and in a format that meets the needs of the individual.

Visit www.AccessibilityMB.ca to learn more.

	Policy	Accessibility
	Standard	Accessible Information and Communication

Accessible Information and Communication Standard

Stride Credit Union (Stride CU) is committed to complying with the [Information and Communication Standard](#) under The Accessibility for Manitobans Act. Stride recognizes that individuals with disabilities may face barriers to communication that hinder their ability to access information or communicate with us freely and effectively.

Stride CU is committed to identifying, removing and preventing these barriers so that all individuals who seek to obtain information or communicate with Stride CU can do so in a manner that maintains and reinforces their dignity and independence.

The following policy statements, organizational practices and measures are intended to meet the requirements of Manitoba's Accessibility Standard for Information and Communication.

This policy applies to all employees of Stride CU.

Definitions

Accessible Communication - means communication of information in a manner that is free from barriers that prevent or hinder a person from obtaining, using or benefiting from the information.

Accessible Format - includes large print, recorded audio and electronic formats, braille and other formats useable by persons with disabilities.

Communication Support - includes captioning, alternative and augmentative communication support, plain language, sign language and other supports that facilitate effective communication.

WCAG 2.1 Level AA - means the World Wide Web Consortium Web Content Accessibility Guidelines 2.1 Level AA.

Web Application - means Stride CU software application that is run on a web server and accessed through a web browser.

Web Content - means information published on Stride CU internet and intranet websites.

Obligations

The *Accessible Information and Communication Standard Regulation* directs organizations to improve the accessibility of their information and communication by removing barriers for people with disabilities who use their websites. It also requires Stride CU to:

- Inform people that communication support or accessible formats are available on request.
- Provide information using the appropriate support or format.
- Implement a process to receive and respond to feedback about accessible information and communication.
- Ensure that staff are appropriately trained on:
 - the requirements of the regulation and the legislation that underpins it; and
 - how to provide accessible information and communication when it has been requested.

Stride CU is taking the following steps to make sure our practices and procedures are consistent with the principles of barrier-free communication and access to information:

1. Accessible Web Content and Applications

The *Accessible Information and Communication Standard Regulation* requires that all Stride CU web content necessary to access Stride CU goods and services, meet or exceed the globally followed web accessibility standard set out in WCAG 2.1 Level AA, subject to certain narrow exceptions outlined in the regulation.

The regulation similarly requires that all Stride CU web applications meet or exceed the WCAG 2.1 Level AA standard, subject to the same narrow exceptions. The exceptions include:

- Where it is not technologically feasible to publish the web content or application in accordance with the standard.
- Where the technology required to publish web content or application in accordance with the standard is not readily available.
- Where publishing the web content or application in accordance with the standard would cause undue hardship to Stride CU.
- Where Stride CU does not have direct control over the web content or application.
- Where the web application relates to product labels or other product information.

Stride CU will maintain compliance with this standard by upgrading its existing web content, prioritizing content required to access Stride CU goods and services, taking reasonable steps to ensure that new content or web applications are implemented at the required standard, and taking reasonable steps to ensure that any existing web applications meet this standard.

To ensure ongoing compliance with the regulation as it pertains to web content, STRIDE CU will

limit staff authorized to add web content to those who have received appropriate training and establish a process to verify that new published content conforms to WCAG 2.1 Level AA. Corporate templates will reduce inadvertent non-conformance.

2. Requests for Accessible Information/Communication

Stride CU will take steps to inform the public and staff that its information is available in [accessible formats](#) and through [communication support](#) on request.

Staff will consult with the person requesting the information to identify a communication support or alternate format that removes the barrier, take all reasonable steps to remove the barrier, and provide them with the requested information in a timely manner.

Stride CU will not impose a cost or fee on individuals who request Stride CU information be provided through a communication support or accessible format that is greater than the costs or fees imposed on those who request Stride CU information and do not require accommodation.

3. Staff Awareness and Training

Stride CU will train new and existing employees on the obligations imposed by the *Accessible Information and Communication Standard Regulation*, *The Human Rights Code* and the AMA.

Stride CU will ensure that accessible communication training is provided to employees dealing directly with the public or other organizations on behalf of Stride CU, maintaining or developing Stride CU web content, purchasing or procuring information technology or communication tools for Stride CU, and developing Stride CU policies and practices on accessible communication.

Training of employees is provided as soon as reasonably possible after that person is assigned applicable duties.

Staff are to be trained on how to identify, prevent and remove barriers to accessible information and communication. This involves training on how to provide accessible information through communication support or alternative formats.

Ongoing training is provided when Stride CU updates or changes their accessible information and communication policies, measures or practices.

4. Feedback and Response

Stride CU will maintain a process allowing us to receive and respond to feedback from the public about its accessible information and communication. We will make sure that:

- Feedback is accepted by email, with communication support and alternative formats available on request.
- Responses are provided in a timely manner.

- Responses are accessible to the individual who submitted the feedback.
- Actions taken in response to the feedback are documented and available on request.

To request information in alternate formats, communication support, or to provide feedback a member can contact Stride CU at accessibility@stridecu.ca