

	Policy	Accessibility for Customer Service
	Effective Date	December 2022
	Previous Issue Date	December 2020
	Next Review Date	December 2024

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 training 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.