



AODA: ACCESSIBILITY FOR PERSONS WITH DISABILITIES STATEMENT

1. Rationale

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), sets a goal of an accessible Ontario by 2025. Ontario has introduced new Accessibility Standards for Customer Service (The Standard), the first accessibility standard created under the authority of the AODA. Tandia strives to ensure that key principles of independence, dignity, integration and equality of opportunity are reflected and valued in our business and working environment.

2. Policy

Tandia is committed to providing people with disabilities the same opportunity of access to our services in the same location and in a similar way as these services are available to all we serve. To ensure support for and compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and relevant regulations, Tandia will make reasonable efforts to ensure that it provides accessible member service to people with various kinds of disabilities and respects the core principles of independence, dignity, integration and equal opportunity, as defined herein.

3. Definitions

Assistive Device – An assistive device is any device used by people with disabilities to help with daily living.

Assistive devices include a range of products such as wheelchairs, walkers, white canes, personal mobility aids, oxygen tanks, electronic communication devices, cognitive aids, hearing aids, and magnifying glasses.

Barrier - A barrier is anything that prevents a person with a disability from fully participating in all aspects of the services of Tandia because of the disability. Barriers may include, but are not limited to, a physical barrier, an architectural barrier, an attitudinal barrier, information or communication barrier, or a technological barrier.

Disability – A disability means any degree of physical disability including, but not limited to, epilepsy, brain injury, paralysis, amputation, lack of coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, physical reliance on a guide dog, other animal, wheelchair or other remedial appliance or device; mental impairment or developmental disability; learning disability; or mental disorder.

Guide Dog or Service Animal – A service animal is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a medical practitioner. All such service animals are expected to be handled in a controlled fashion.

Support Person – A support person is a person who assists or interprets for a person with a disability; another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person may be a paid support worker, a volunteer, a friend or a family member; the support person does not need to have special training or qualifications. Permission to have a support person present must be obtained by the member.

4. Principles

Dignity – service is provided in a way that allows the person with a disability to maintain self respect and the respect of other people.

Equal Opportunity – service is provided to a person with a disability in such a way that they have an opportunity to access Tandia equal to that given to others.

Independence – when a person with a disability has the freedom to do things on their own without unnecessary help or interference from others.

Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods or services.

5. Policy Provisions

Accessible Member Service

Tandia shall make reasonable efforts to ensure that its policies, procedures and practices as amended from time to time are consistent with the following principles:

- (a) The services must be provided in a manner that respects the dignity and independence of persons with disabilities;
- (b) The provision of services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services; and,
- (c) Persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from the services provided by Tandia.

Assistive Devices

Tandia permits a person with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the services offered by the Tandia.

Communication

Tandia employees, when communicating with a person with a disability, shall do so in a manner that takes into account the person's disability. Tandia can provide, as necessary, alternate forms of communication i.e. large print text; text messaging; digital format or verbal presentation. The "Request for Documentation in Alternative Format" form can be found in the "Forms" Public Folder on Synergy 2.0.

Service Animals and Support Persons

Tandia shall allow a person with a disability who requires to be accompanied by a support person into all Tandia locations. Both persons are permitted to enter the premises together and the person with a disability will have access to their support person.

Tandia allows a person with a disability to be accompanied by a guide dog or other service animal into all Tandia locations and will ensure that the person is permitted to keep the animal with him or her.

6. Notice of Service Disruption

- (a) Notice of Service Disruption shall be provided when facilities or services that people with disabilities usually use to access Tandia services are temporarily unavailable or if the service is expected in the near future to be temporarily unavailable. The Notice must include the following information:
 - (i) The reason for and information about the disruption and the anticipated duration of the disruption
 - (ii) Description of alternative facilities or services, if available
 - (iii) Contact information
- (b) Notice may be given by posting information in a conspicuous place on the premises, on the Tandia website, on a telephone recording or any other such method as is reasonable for the circumstances. The "Notice of Disruption" form can be found in the "Forms" Public Folder on Synergy 2.0.

7. Training

- (a) Tandia has a training program in place which will ensure the following persons will or have received training regarding the provision of its services to persons with disabilities.
 - (i) Employees, elected officials, volunteers or third parties who deal with members of Tandia on behalf of Tandia; and,

- (ii) Employees and elected officials who participate in developing Tandia's policies, practices and procedures governing the provision of services to members of Tandia or other third parties.
- (b) The training shall include but is not limited to the following:
 - (i) Review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and requirements of the Accessibility Standards for Customer Service Ontario Regulation 429/07;
 - (ii) Instruction on how to interact and communicate with people with various types of disabilities;
 - (iii) Instruction on how to interact with persons with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or support person;
 - (iv) Instruction on how to use equipment or devices available at Tandia premises or that are otherwise used by Tandia, that may help persons with disabilities access Tandia services and meetings, such as telephones, elevators, kiosks, listening devices or other technology; and
 - (v) Instruction on what to do if a person with a disability is having difficulty accessing the Tandia's services.
- (c) Training shall be provided to each employee as soon as practical and training records shall be maintained by the Human Resources Department to ensure compliance with the legislation.

8. Feedback

- (a) The ultimate goal of Tandia is to meet and surpass member expectations while serving members with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Notice on the Tandia web-site will notify members that their feedback is welcomed and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from services.
- (b) Feedback regarding the way Tandia provides services to people with disabilities can be made by telephone, in writing, by email, online, or by other method. All feedback will be directed to the Member Ombudsman. The "Feedback" form can be found in the "Forms" Public Folder on Synergy 2.0. Members can expect to hear back in fourteen (14) business days. Complaints will be addressed according to Policy MS.12.01 – Member Complaints.

9. Notice of Availability and Format of Documents

- (a) All documents required under Ontario Regulation 429.07 Accessibility Standards for Customer Service, including the credit union's Policy, training materials, training records, notices and feedback, shall be made available to members upon written request. When providing any documentation to a person with a disability, the credit union shall do so in a manner and a format that takes into account the person's disability. Materials and publications produced by the credit union should include a statement indicating that the material and/or publication "is available in an alternative format upon request."
- (b) If requested, an alternate format shall be provided in a manner in which is agreed upon between the requester and the Tandia, and which takes into account the person's disability (e.g. large print, audio recordings, electronic copies). All requests for alternative formats shall be immediately communicated in writing to the Member Ombudsman. A Request for Documentation in Alternative Format is provided.

10. Accountability

All employees of the Tandia shall use due diligence to ensure the credit union complies with legislation by acting in accordance with the provision of this policy and the supporting procedures and practices.

11. Responsibilities

Responsibilities of Management:

- Educate employees and ensure compliance with all aspects of the policy.
- Demonstrate behaviors that are consistent with the policy.
- Provide support and guidance to employees in fulfilling the policy.
- Ensure all employees are trained according to the requirements of the legislation.
- When aware of areas of non-compliance ensure appropriate action is taken.

Responsibilities of Employees:

- Comply with all aspects of the policy.
- Demonstrate behaviors that are consistent with the policy.
- Participate fully in training as it relates to this policy.
- When aware of areas of non-compliance ensure management is notified.

12. Modifications to this Policy

Tandia is committed to developing member service policies that 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 people with disabilities. Any policy of Tandia that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

13. Questions about this Policy

This policy exists to achieve service excellence to members with disabilities. Anyone with a compliment, complaint, question or concern about the Policy, Training Materials or Protocol may contact the Member Ombudsman in person, in writing, by e-mail, by telephone or online at www.tandia.com.

Member Ombudsman
Tandia Financial Credit Union
3455 North Service Road Suite 100
Burlington, ON L7N 3G2
Tel: 1-800-598-2891 Fax: 905-525-2783
Email: ombudsman@tandia.com

This Policy is available in an alternative format, upon request, to accommodate a person with a disability.