



London Fire Fighters Credit Union

Accessibility Standard for Customer Service

Providing Goods and Services to People with Disabilities

London Fire Fighters Credit Union Ltd is committed to excellence in serving all members including people with disabilities.

Assistive Devices

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

Communication

We 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.

Fees will not be charged for support persons.

We will notify customers of this through a notice posted on our premises and on our web site www.lffcu.ca



Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for members with disabilities (office closed, technology disruption) London Fire Fighters Credit Union will notify members 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 credit union office – 400 Horton Street East, 2nd Floor, London, ON – and on our web site – www.lffcu.ca.

Training for Staff

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

Individual in the following positions will be trained: CEO, Board Members, and Committee Members.

This training will be provided to staff within 6 months of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- London Fire Fighters Credit Union's plan related to the customer service standard
- How to interact and communication 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
- How to use any assistive devices, on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing LFFCU's goods and services.

Staff will also be trained when changes are made to these policies and/or procedures.



Feedback Process

Members who wish to provide feedback on the way LFFCU provides goods and services to people with disabilities can provide feedback by email, verbally or by mail.

All feedback will be directed to Charmaine Spiegelberg, CEO.

Members can expect to hear back in 3 business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to This or Other Policies

Any policy of the London Fire Fighters Credit Union that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.