INTEGRATED ACCESSIBILITY STANDARDS POLICY

Last revised: November 8, 2022

Caisse Alliance Statement of Commitment

Caisse Alliance understands the obligations set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and is committed to excellence in customer service for all our customers, including people with disabilities.
Caisse Alliance is committed to meeting its current and future non-discrimination obligations under the *Ontario Human Rights Code*.
Our accessibility policies for our customer service are based on the principles of dignity, independence, integration, and equality of opportunity for people with disabilities.

Accessible Customer Service

Caisse Alliance welcomes feedback on an ongoing basis as part of our vision to be a partner of choice in providing accessible and inclusive financial services.

The *Integrated Accessibility Standards Policy* is available in accessible format upon request.

Communication

We communicate with people with disabilities in a manner that is appropriate for them. Upon request, formats and font sizes can be adapted to meet the individual needs of our members at no additional cost and within a similar reasonable time frame.

Physical Spaces

Caisse Alliance maintains its equipment and ensures the proper functioning of public spaces. Our members' assistive devices are welcome in the Caisse Alliance premises.

Caisse Alliance staff will report any defects, breakage, clutter, or other items that make it difficult for people with disabilities or reduced mobility to their management team for prompt attention.

Service Animals

Caisse Alliance welcomes service animals in all areas of our facilities that are open to the public, excluding cafeterias and other food preparation areas.

Support Persons and Admission Fees

Caisse Alliance welcomes persons with disabilities who are accompanied by a support person.

In cases where confidential matters are discussed, the support person may be required to sign a confidentiality agreement. It is a good idea to clarify roles prior to an appointment so that expectations are clear to Caisse Alliance staff in order to better serve you.

When admission fees are charged for Caisse Alliance events or activities, support persons do not have to pay them.

Temporary Disruption of Services

In the event of a disruption of access to facilities or services for customers with disabilities, Caisse Alliance will provide public notice as soon as possible. This notice will include (1) the reasons for the disruption, (2) the expected duration, and (3) a description of the available options, if any, for alternative services and facilities.

The notice shall be clearly posted at the main entrance and at an alternate location as appropriate. The use of social media and traditional media is an option to consider to properly disseminate the disruption notice. However, the manner in which this notice is communicated will depend on the nature of the issue.

The Caisse Alliance will attempt to find alternative ways to maintain services to the extent possible in the event of a service disruption.

Training

Caisse Alliance provides training on accessible customer service to all new employees, administrators, and managers. This training covers the AODA, accessibility standards for customer service, and how to interact and communicate with people with various types of disabilities, visible and invisible.

Feedback Mechanism

At Caisse Alliance, we are human, available, and connected. This is why we welcome your feedback on accessible customer service. Feedback from our members will help us identify barriers and address their concerns.

Individuals who wish to provide feedback on how the Caisse Alliance provides goods, services and facilities to people with disabilities may do so in the following two (2) ways:

- By phone: 1-833-362-4308 ext. 7217
- By email: tammy.coulombe@acpol.com

To better serve you, a member of our staff will contact you within two (2) business days of filing your complaint. If for any reason this time frame is insufficient to resolve your complaint, we will contact you.

All comments (including complaints) will be forwarded to the person responsible for the accessibility file at Caisse Alliance and will be forwarded to the associated managers depending on the type of complaint.

Notice of Availability of Documents

Caisse Alliance informs the public that its documents concerning the accessibility of its customer service are available for consultation upon request, in person or online. In addition, a notice is posted in waiting rooms and reminders are published on social media from time to time.

Periodic Monitoring and Review of This Policy

The Caisse Alliance Board of Directors reviews all policies annually. In addition, any policy that does not respect and promote the principles of dignity, independence, integration, and equality of opportunity for people with disabilities will be modified by Caisse Alliance or withdrawn.

Accessibility Plans

Caisse Alliance's multi-year accessibility plan outlines strategies to prevent and remove barriers to accessibility. This accessibility plan shall be reviewed at least once every five (5) years by the Board of Directors.