

CASL Compliance Model Procedure (11/21)

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Replaced	

## **Accessibility for Customer Service Policy**

### **Key Principles**

Our policy is based on:

- Respect for the dignity and independence of people with disabilities.
- Equal opportunity for people with disabilities to access, use and benefit from membership with the same quality and timeliness that others receive.
- Full integration of services provided to people with disabilities, alongside services provided to the broader public, unless alternative ways of providing the services are necessary to ensure equal opportunity.

### **Policy**

Compass Credit Union is committed to ensuring that its policies, practices, procedures, and programs are consistent with the following:

- Products and services will be provided in a manner that respects the dignity and independence of all, including persons with disabilities.
- Products and services will be provided to persons with disabilities with the same attention to quality and timeliness that is provided to others.
- Products and services provided to persons with disabilities are integrated with regular services, unless an alternate measure is necessary, to enable a person with a disability to obtain, use or benefit from the product or services.
- Members with disabilities will be given equal opportunity to obtain, use and benefit from our products and services.
- Everyone will be treated with courtesy, made to feel welcome, and have their need for disability-related accommodation respected, whenever they access a product or service. Feedback is invited and responses to feedback will be provided in a timely manner by the Health and Safety Committee where one member of staff is located at each branch.
- This policy can be made available in alternative formats upon request.