

## **Our Commitment to Accessibility**

Alterna is committed to excellence in serving all our members and clients, including people with disabilities.

If you have a disability, you may have certain requirements that help you do business with us. Here are some of the ways we're doing our best to accommodate your needs.

### **Assistive Devices**

We will ensure that our staff are trained and familiar with various assistive devices that may be used to access our products and services.

### **Communication**

We'll communicate with you in a way that takes into account your disability. If you require a special service, please speak with us to make arrangements for us to accommodate your specific needs on your next visit.

### **Service Animals**

If you use a service animal, they are welcome in Alterna's publicly accessible areas.

### **Support persons**

Support persons are welcome to accompany you free-of-charge. Please note that we may require support workers to sign a confidentiality agreement to protect your information.

## **Notice of temporary disruption**

Should a planned or unexpected service disruption occur, we'll notify you promptly by posting notices at the location where the disruption has occurred, as well as on our website and/or telephone banking automated attendant.

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.

## **Training for staff**

Alterna will provide training to all new employees within 6 months of being hired. Training will be refreshed annually for our branch staff, as well as personnel responsible for developing our policies and procedures. Consultants, agents and other parties contracted by Alterna will receive training on an as-needed basis, depending on their area of business.

### **Our Accessibility training will include:**

- An overview of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard
- Alterna's plan related to the Customer Service Standard
- How to interact and communicate 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 support person
- What to do if a person with a disability is having difficulty in accessing Alterna's products and services

Staff will also be trained when changes are made to our plan.

## **Feedback Process**

If you'd like to provide feedback on Alterna's products, services and accessibility, you may contact an Alterna branch representative, speak with our Contact Centre by calling one of our telephone numbers, or visit our Accessibility page at [alterna.ca](http://alterna.ca).

Alternately, you can write to us at:

Alterna Solutions Officer

400 Albert Street

Ottawa, ON K1R 5B2

Complaints will be addressed according to our organization's regular Complaint Resolution Process.

## **Modifications to this or other policies**

Any policy of Alterna that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## Everything you'd expect from a big bank, one big difference: you

At Alterna, we care...a lot. Like you, we live and work here - we belong to the community. That's why approximately 85 cents of every dollar at Alterna is reinvested back into our local communities, through loans that stay in our neighbourhoods, our Community Micro-Finance Program, community economic development initiatives, sponsorships, and more.

Alterna's for people who enjoy doing their banking with people who care. Whether you have a little money or a lot, we can always help you find a smarter way to make your money work for you.

### Alterna Savings

Toll Free 1.877.560.0100

Toronto 416.252.5621

Ottawa 613.560.0100

Email [query@alterna.ca](mailto:query@alterna.ca)

### Alterna Bank

Toll Free 1.866.560.0120

Ottawa 613.560.0120

Gatineau 819.595.6980

Email [questions@alterna.ca](mailto:questions@alterna.ca)

**alterna.ca**



**Alterna Savings**



**Alterna Bank**

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Alterna refers to Alterna Savings and Credit Union Limited ("Alterna Savings") and its wholly owned subsidiary CS Alterna Bank ("Alterna Bank"). Together, Alterna Savings and Alterna Bank form the *Alterna Financial Group*.