

## Staff Training

Rapport provides training to all employees on the following:

- The purposes of the Accessibility for Ontarians with Disability Act, 2005 and the requirements of the customer service standards.
- The requirements of the Accessibility Standards for Customer Service.
- The requirements of the Integrated Accessibility Standards.
- How to interact effectively and communicate with members with various types of disabilities.
- How to interact effectively with members who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a member is having difficulty in accessing Rapport's products and services.
- Rapport's policies, practices and procedure, relating to the customer service standard.

On-going training is provided in connection with changes to AODA.

February 2021

## Feedback

We welcome your feedback. If you are having difficulty accessing our services, please let us know through the following methods:

### Email:

[help@rapportcu.ca](mailto:help@rapportcu.ca)

### Telephone:

416 925 1107 or 1 888 516 6664

### Speak:

With a Branch Manager.

### Mail:

Mail accessibility feedback to the address below.

### Complete:

By submitting a comment in any branch or on our website  
[www.rapportcu.ca](http://www.rapportcu.ca)

Members can expect to hear back within 3 to 5 business days.

## Rapport Credit Union

18 Grenville Street  
Suite 1  
Toronto, ON M4Y 3B3  
[RapportCU.ca](http://RapportCU.ca)

E: [help@rapportcu.ca](mailto:help@rapportcu.ca)  
P: 416 925 1107  
T: 1 888 516 6664  
F: 416 314 7805

## Our Commitment to Accessibility for Members with Disabilities



 **rapport**  
C R E D I T U N I O N

## Report Credit Union (Rapport)

is committed to ensuring that its accessibility services, policies, practices and procedures are consistent with the following principles:

- Providing financial services in a way that respects the dignity and independence of all members.
- Giving members with disabilities the same opportunity to access our products and services. Allowing them to benefit from the same services, in the same place and in similar ways as other members.

## Communication

We promise to communicate:

- In a manner that maintains a member's dignity and respect.
- By taking a member's disability into account.
- Through the use of appropriate language.
- Using different methods when interacting with a member.



### Modifications to this or other policies

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

## Our Promises to You

At Rapport we are committed to creating a convenient, trouble free experience using various techniques and procedures. We are happy to accommodate you in any way we can.



## Assistive Devices

Members can easily use assistive devices in our premises. Rapport will not interfere with assistive devices without the expressed permission of the owner or user.

## Support Persons

A support person may accompany a member with a disability at any time. The member will be asked for their permission to discuss confidential information in front of the support person.



## Service Animals

We welcome members' service animals in our branches. Service animals are allowed in any area normally accessible to members.



## Notice of Temporary Disruption

We will provide as much notice as possible in the event of a planned or unexpected disruption in all the facilities or services used by members. Notices will be placed at all public entrances, service counters, and if appropriate, Rapport's website and outgoing telephone messages.