

Swan Valley Credit Union Accessibility Statement

The Accessibility for Manitobans Act has introduced a Customer Service Standard Regulation. This regulation comes into force for organizations such as Swan Valley Credit Union (SVCU) on November 1st, 2018. While credit unions have always taken pride in the service they provide to their members, we recognize the importance of offering accessible, inclusive member service.

SVCU staff receive information and training regarding member service for persons with different abilities. The emphasis is on providing excellent member service regardless of the member's abilities or barriers. It is understood not all barriers to ability are visible or readily recognizable. It is important to listen carefully to our members and be accommodating toward their needs. Even a small accommodation goes a long way to providing access with dignity to persons disabled by barriers.

The SVCU is fortunate to have a newer facility with many built-in features designed to assist those with different abilities. Outside each entrance to the building is a concrete ramp. There are also mobility friendly steps with handrails and bright paint marking step riser edges. The external doors are equipped with power door openers and the interior lobby doors open automatically.

Inside the building, our member service area features a wheelchair accessible wicket which can provide seating to anyone who wishes to use it. The public side of the wickets are open and wide enough to accommodate any additional member requirements. There are also accessible public washrooms, large enough for wheelchair access and equipped with support handrails. The second floor of the building can be reached by elevator. A wheelchair is provided on-site in the event one is needed. We also have two computer kiosks available for member use.

SVCU operates a website <https://svcu.mb.ca> and also utilizes in-house electronic billboards. Both sites provide updated information regarding availability of assistive services and devices. Comments and feedback about accessible member service may be made by email to Accessibility@svcu.mb.ca or by letter mailed to:

Accessibility Committee
Swan Valley Credit Union
Drawer 1510
Swan River, MB R0L 1Z0

A response will be provided directly to the individual initiating the comment within 30 days of the committee's receipt of the correspondence.

Notice:

SVCU reserves the right to amend this statement at any time with or without notice.

(last update: October 16, 2018)