



Welcome to



Heritage Credit Union

www.heritagecu.ie

This document is a guide to what will happen at The Credit Union

Where?

46 Fortfield Park, Terenure, D6W PD60

Opening Hours

Wed/Thurs: 9:15am - 1pm 1:45pm to 5pm

Fri: 9:15am - 1pm 1:45pm to 6pm

Quiet Hour: 10am - 11am

Assistance Dogs welcome



Ring the bell and someone
will unlock the door for you.



You will need to **PRESS** and **HOLD** this
button to open the door to leave.



What to expect inside

Go to one of the counters and the teller will greet you. There may be a queue waiting.



Fidgets & Ear Defenders

We will have some fidget toys and ear defenders for you to use.

Ask a staff member.



You can also bring your own.

Take a Break

If you need a break, you can ask your parents or one of the other adults if you can go on a short walk around the office.

Phones



You can bring your phone to the office if you want to.

We understand that it is important to have your phone with you. We always have ours too! We ask that you do not take any photographs/videos or use social media or gaming sites for the duration of your time in the office.

Feeling Worried?

If something or someone has made you feel worried or anxious or if one of the other adults has made you feel worried or anxious, you can speak to your parents or a trusted adult about it.

Moving Around

You can move around the room and stim whenever you feel like it. You do not need to ask to do this.



Last

We will say Goodbye.

