

# Accessibility Standard for Customer Service: Habitat For Humanity Heartland Ontario

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## Accessible Customer Service Plan: Policy # 1.11

Providing Goods and Services to People with Disabilities

### Intention:

**Habitat For Humanity Heartland Ontario (HFHHO)** is committed to excellence in serving all customers including people with disabilities.

**Key Factor:** To remember the principles of independence, dignity, integration and equal opportunity as we create and integrate this plan.

### Assistive devices

We will ensure that staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

### Communication

We will communicate with people with disabilities in ways that take into account their disability.

### Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at any of our ReStore locations or administrative offices for HFHHO we will notify customers promptly. 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. The notice will be placed at **our facility entrances, common & meeting rooms.**

### Training

**HFHHO** will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

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**Training is required for customer service representatives, sales associates, managers and coordinators.**

This training will be provided to staff within **four months of their hiring and an annual full staff training session will be provided.**

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **HFHHO's** accessible customer service plan.
- 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 a support person
- How to use any **devices, chair lifts, etc., available on-site or otherwise that may help with providing goods or services to people with disabilities.**
- What to do if a person with a disability has difficulty in accessing **HFHHO's** goods and services

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

## **Feedback process**

Customers who wish to provide feedback on the way **HFHHO** provides goods and services to people with disabilities can **provide feedback: via e-mail, verbally, written.**

All feedback, including complaints, will be **directed to the Safety, Health, Environment (SHE) Team for review and recommendation. A report and action plan will be provided to CEO and Senior Management Team.** Customers can expect to hear back in **15 business days.**

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

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

## **Rationale:**

Becoming accessible means developing a plan on how our organization will provide service to customers with disabilities. This Plan outlines our accessible customer service policy, including practices and procedures. It exists to achieve service excellence for customers with disabilities. Any questions or misunderstandings regarding this policy should be directed to the CEO.

Signed 

Brian Elliot, CEO HFH Heartland Ontario

April 11, 2018

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