

Accessible Customer Service

The purpose of this policy is to outline responsibilities of employees, volunteers and others who deal with the public or other third parties on behalf of Performance Communities Inc., operating as Hayhoe Homes, in providing goods and services to people with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

We strive at all times to provide our goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunities to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. This policy is available in alternate formats upon request.

Principles

We will endeavor to ensure that policies and related practices and procedures are consistent with the following four (4) core principles:

Dignity – Persons with a disability must be treated as valued clients as deserving of service as any other customer.

Equality of Opportunity – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our services.

Integration – Wherever possible, persons with a disability should benefit from our services in the same place and in the same or similar manner as any other customer.

In circumstances where integration does not serve the needs of the person with a disability, services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

Independence – Services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

Providing Goods and Service to People with Disabilities

We are committed to excellence in serving all customers including people with disabilities. This commitment is demonstrated in the areas of:

Communication – We communicate with people with disabilities in ways that take into account the disability. We train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services – We train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We are committed to providing full accessible telephone services to our customers.

Assistive Devices – We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Billing – We are committed to providing accessible invoices to all our customers. Invoices will be provided in an alternative format upon request. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Use of Service Animals – We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. Every attempt will be made to ensure that any offsite event venues are complaint with our commitment regarding service animals.

Use of Support Persons – We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises or offsite event venues with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Access to Hayhoe Homes Facilities - Hayhoe Homes head office is wheelchair accessible. Our Sales Centers are residential homes that may not be readily wheelchair accessible. Hayhoe Homes will install a wheelchair ramp at our Sales Centers upon request if the site conditions permit. (Contact a Working Forman to install the ramp as per OBC Section 3.8.3.4).

Hayhoe Homes head office and sales centers do not have wheelchair accessible washrooms; staff must be aware of wheelchair accessible washrooms in close proximity so they can direct/assist those that require a wheelchair accessible washroom.

Notice of Disruption

We provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services if available.

Responsibilities

The management of Performance Communities Inc. (Hayhoe Homes) is responsible for:

- Ensuring compliance with the *Ontario Regulation 429/07, Accessibility Standards for Customer Service*;
- Including accessibility in annual planning processes;
- Ensuring all employee attendance at required training;
- Providing notification of service disruptions;
- Providing all documentation in appropriate formats upon request by a person with a disability;
- Monitoring the progress of legislative requirements in order to ensure compliance;
- Communicating all policies, procedures and practices to employees;
- Coordinating and providing Accessible Customer Service training in order to comply with *Ontario Regulation 429/07, Accessibility Standards for Customer Service*;
- Coordinating and maintaining training records;
- Establishing and maintaining an ongoing training program to ensure all employees are trained in providing Accessible Customer Service as part of the corporate orientation process; and

- Ensuring compliance with the Ontario Regulation 429/07, Accessibility Standards for Customer Service.

Employee Training

We provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf. Training is developed and delivered in various formats.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 a support person.
- How to learn about the use of various assistive devices.
- What to do if a person with a disability is having difficulty in accessing our goods and services.
- Client Name policies, practices and procedures relating to the customer service standard.

All employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Training Documentation

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided will be maintained in accordance with the requirements of the Act.

Feedback Process

We have a goal of meeting and exceeding customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated. A Customer Feedback Form is available from our administrative department and can be emailed, mailed, or faxed as requested. The form can also be obtained in person by arranging an appointment. All feedback will be directed to the Vice President for review. Customers can expect to hear back within ten (10) business days.

Policy Modifications

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. All of our policies and procedures will be developed or updated in such a manner as to respect and promote the dignity and independence of persons with disabilities.

Questions

This policy exists to achieve service excellence to customers with disabilities. Questions about this policy can be directed to the Vice President.