

Accessible Customer Service Plan

HABITAT FOR HUMANITY CANADA strives at all times to provide its 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 opportunity to access our services, in the same place and in a similar way as other donors, volunteers, employees and partners.

Providing Services to People with Disabilities

Habitat for Humanity Canada is committed to excellence in serving all donors, volunteers, employees and partners including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff on how to interact and communicate with people with various types of disabilities.

Telephone services

We are committed to providing fully accessible telephone service to our donors, volunteers, employees and partners. We will train staff to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate by other means including letter mail, email or facsimile if telephone communication is not suitable to their communications needs or is not available.

Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our employees are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our support or services. We will ensure that employees know how to use the assistive devices available at our offices for those with disabilities.

Documentation

We are committed to providing all written communication including invoices, charitable tax receipts, letters etc. in a format that is accessible to all of our donors, volunteers, employees and partners. This may include large print, email etc. We will answer any questions about the content of any written document in person, by telephone or email.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the areas of our offices that are open to the public and other third parties. We will

ensure that all staff, 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.

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 Habitat for Humanity Canada's offices 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.

Notice of Temporary Disruption

Habitat for Humanity Canada will provide donors, volunteers, employees and partners 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. The notice will be placed at all public entrances and reception counters on our premises.

Training of Staff

Habitat for Humanity Canada will provide training to all employees, volunteers and others who deal with the public and other third parties on their behalf, and all those who are involved in the development and approvals of policies, practices and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements for 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 use any assistive devices maintained by Habitat for Humanity Canada to assist people with disabilities.
- What to do if a person with a disability is having difficulty accessing Habitat for Humanity Canada's services.
- Habitat for Humanity Canada's policies, practices and procedures relating to these customer service standards.

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

Feedback Process

The ultimate goal of Habitat for Humanity Canada is to meet and surpass public expectations while serving people with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Habitat for Humanity Canada provides services to people with disabilities can be made by letter, email, voicemail or in person. All feedback should be directed to Vice President, Finance & Administration. A response may be expected within 10 days.

Policy Modifications and Questions

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

This policy exists to achieve service excellence to people with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to Vice President, Finance & Administration, Habitat for Humanity Canada.