

PROCEDURE

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Procedure: Accessible Customer Service - Customer Information and Feedback	
Approved By: Paul Laperriere	Approval Date: June 2017
Next Review Date: June 2021	

1.0 Purpose

In accordance with the Accessibility Standard for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act (AODA). Hands TheFamilyHelpNetwork.ca (Hands) is required to post notice that documents required by the customer service standard are available upon request and in a format that takes a person's disability into account and to have procedures in place to receive and respond to feedback

2.0 Scope

Procedure applies to: (Check all appropriate boxes for broad application)				
<u>Employees</u>	<u>Volunteers</u>	<u>Board</u>	<u>Services (list)</u>	<u>Other (i.e. clients, visitors, contractors)</u>
x	x			

3.0 Responsibility

- 3.1 **Employees** are required to comply with the Accessibility Standard for Customer Service.
- 3.2 **Managers/Supervisors** are responsible to ensure all employees are trained in the Accessibility Standard for Customer Service requirements and comply with the policy, procedure and practices.
- 3.3 **Senior Leadership** is responsible to ensure all employees are trained in the Accessibility Standards for Customer Service and comply with the policy, procedure and work processes and establish policies and procedures which comply.

4.0 Definitions

5.0 Procedure

5.1 Posting of Documents

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- 5.1.1 Notices will be posted informing the public that the documents required by the Customer Service Standard are available upon request and will be provided in a format that takes the person's disability into account. (Reference the service manual for template and sample text.)
- 5.1.2 When providing a document to a person with a disability, Hands will work with the individual to determine options in order to provide the document or the information contained in the document in a format that takes the person's disability into account. More information about alternative formats is available in the Accessible Customer Service - Communication Procedure (AD-D-002).
- 5.1.3 A copy of the Accessibility policy/procedure is available upon request by contacting the Human Resource Manager. In addition, a copy of this policy is available on the Hands website at www.thefamilyhelpnetwork.ca under the Accessibility for Ontarians Disability Act.
- 5.1.4 Information released to customers or posted may be subject to Personal Health Information Protection Act (PHIPA) regulations.

5.2. Feedback

- 5.2.1. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in writing, in electronic format or through other methods. All feedback will be directed to the Senior Manager of Human Resources and within 30 days, a response (if required) will be provided. A feedback form is available on the website.
- 5.2.2. Questions about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Senior Manager of Human Resources. Feedback and actions taken will be recorded on the Record of Feedback Form.
- 5.2.3. Complaints will be addressed according to complaint categories already established in Hands' complaint management procedures.

6.0 Linkages (cross reference to Policies, other procedures, legislation, regulations)

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Accessibility for Ontarians with Disabilities Act
Accessibility Standards for Customer Service, Ontario Regulation 429/07
Personal Health Information Protection Act (PHIPA)
CS-A-002 Client Feedback and Complaints Procedure

7.0 Policy Change History

Revision number	Date of Approval	Description of Change
		Revised to reflect...