

POLICY	
Section: Administration - Accessibility (AODA) Policy: Accessible Customer Service	Number: AD-D-P01 Page 1 of 1
Approved By: Paul Laperriere	Approval Date: June 2017
Next Review Date: June 2021	

Hands TheFamilyHelpNetwork.ca (Hands) has an obligation to meet the requirements of the *Accessibility Standard for Customer Service, Ontario Regulation 429/07* and the *Integrated Accessibility Standard 191/11* under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Hands strives to provide goods and services in a way that respects the AODA principles of dignity, independence, integration and equal opportunity. Hands is committed to giving people with disabilities the same opportunity to access agency goods and services and to benefit from the same services, in the same place and in a similar way as other customers. Hands is committed to inclusion and accessibility for persons with disabilities.

All Hands customer service policies will respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy, related policies or procedures before considering the impact on people with disabilities. Any Hands policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Procedures specific to the customer service standard address: Communication; Training; Receiving and Responding to Feedback; Use of Assistive Devices, Use of Support Persons and Service Animals; Disruption of Service; and Posting of Documents.

Hands is required to develop, document and maintain a multi-year Accessibility Plan that details its phased strategy to prevent and remove barriers from the workplace and to improve opportunities for persons with disabilities. Accessibility includes employees, volunteers, Board members, clients, and members of the public accessing Hands sites or services.

Policy Change History

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