



Fairhaven Accessible Customer Service Plan
In addendum to Fairhaven Policy HR-031 Accessible Customer Service
Effective January 1, 2012

Fairhaven is committed to excellence in service to all customers, including those with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices 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 the person accompany them on our premises. If a fee is to be charged for support persons, we will notify customers of this through a notice posted on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Fairhaven will notify customers promptly. Their 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 in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Fairhaven website

Training for Staff

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

Fairhaven will provide training as soon as practicable. Training will be provided to new employees, volunteers, agents and/or contractors who deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- Fairhaven's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- 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 support person.
- How to use available forms of equipment or devices 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 is having difficulty accessing Fairhaven's goods and services

Feedback process

Customers who wish to provide feedback on the way Fairhaven provides goods and services to people with disabilities can do so verbally (in person or by telephone) or written (hand written, delivered, website or email).

All feedback will be directed to the Executive Director and customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Complaints will be addressed according to Fairhaven's regular complaint management procedures.

Modifications to this or other policies

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