





**Hutton House Association for Adults with Disabilities**

**Customer Service Policy**

Approved by Board of Directors			
Date	President's Signature	Date	President's Signature
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## **CUSTOMER SERVICE POLICY**

The purpose of this policy is to reinforce the commitment of Hutton House to provide a safe, supportive and respectful environment that provides accessible services in a manner that respects the dignity and independence of persons with disabilities. The policy also supports the principles of integration and equal opportunity. Hutton House is committed to providing quality services that are accessible to all persons that we serve.

This policy applies to all Hutton House staff, volunteers and students.

### **DEFINITIONS**

Respectful Environment - open, inclusive, values diversity, ensures everyone has access to a barrier-free experience and promotes the success of all.

Dignity - treating all customers and participants as valued and as deserving of all services.

Independence - freedom from control or influence of others and given the opportunity to make individual choices.

Integrated services - allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other participants and customers.

Equal opportunity - having the same chances, options, benefits and results as others; taking steps to ensure that individual needs are taken into account when providing goods or services.

### **BACKGROUND**

The *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA") is a Provincial Act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by 2025. Hutton House will follow the guidelines set out under the "AODA" and continue to improve on the services it already offers.

### **HUTTON HOUSE CUSTOMER SERVICE COMMITMENT**

Staff, volunteers and students work diligently each day to provide excellent customer service to our participants and customers.

The following is the Hutton House Customer Service Commitment.

*Our most important customer is you. In a safe, supportive and respectful environment we will work together with open and honest communication to enable you to discover and achieve your goals.*

## **COMMUNICATION WITH PERSONS WITH DISABILITIES**

Hutton House staff, volunteers and students will communicate with persons with disabilities in a manner that takes into account the person's preferred method.

Staff speak a number of languages such as American Sign Language, Bosnian, Spanish, Swiss, German, Hindi, Urdu, and Punjabi to name a few. The organization, Hutton House will make every effort to create a welcoming environment to its participants and customers in their chosen language when available. Hutton House maintains a current list of languages and updates this list annually.

When participants require interpretation services in languages that Hutton House staff do not speak, Hutton House will access interpretation services from translation service providers in the community. Hutton House may also refer participants to other service providers who can provide desired services in the language of their choice if that is preferred by the participant.

## **ASSISTIVE DEVICES AND OTHER MEASURES THAT ASSIST WITH ACCESSIBILITY**

A person with a disability may provide his/her own assistive device for the purpose of obtaining, using and benefitting from Hutton House services. Exceptions may occur in situations where Hutton House has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others. In these situations, Hutton House may offer a person with a disability other reasonable measures to assist him or her in obtaining, using, and benefitting from Hutton House services, where Hutton House has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her assistive devices are operated in a safe and controlled manner at all times.

## **SERVICE ANIMALS**

Hutton House welcomes persons with a disability who are accompanied by a service animal. Those persons requiring assistance of a service animal may keep the animal with them at all times.

It should be noted that it is the responsibility of the person with a disability to ensure that his or her service animal is kept under control at all times.

## **SUPPORT PERSONS**

Persons with a disability requiring a support person will have access to the support person while on the premises.

Hutton House may require a person with a disability to be accompanied by a support person while attending programs or services offered by Hutton House, when it is necessary to protect the health or safety of the person with a disability or the health and safety of others.

A support person, when assisting a person with a disability to obtain, use or benefit from Hutton House programs and services will be permitted to attend at no charge when there is a cost for the services.

External support persons must pay their own out-of-pocket expenses.

## **ACCESSIBILITY ADVISORY COMMITTEE**

Part of the mandate of the Accessibility Advisory Committee (ACCAC) is to advise and assist City Council and potentially City Agencies, Boards And Commissions, in promoting and facilitating a barrier-free London for citizens of all abilities (universal accessibility), including persons with disabilities.

Hutton House will encourage involvement in the Accessibility Advisory Committee.

## **THE PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES**

Hutton House will use reasonable efforts to ensure goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

Hutton House will use reasonable efforts to ensure that the goods and services provided to persons with disabilities are integrated with those provided to persons who do not have disabilities.

Hutton House will use reasonable efforts to ensure that persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use, or benefit from Hutton House services.

## **CUSTOMER SERVICE SURVEYS**

Hutton House is committed to ensuring that its services are accessible. Customer Service surveys may be given by telephone, in person, in writing, in electronic format or through other methods in order to receive feedback about the delivery of goods and services to persons with disabilities. Information about the feedback process will be readily available to the public and posted on the Hutton House website.

All feedback is taken seriously and each customer communication is directed to the responsible Manager or Coordinator for review and any necessary action.

Customers with suggestions, compliments or complaints can submit their feedback online at [www.huttonhouse.com](http://www.huttonhouse.com), or by calling Hutton House directly at 519-472-6381. There is also a suggestion box located at each location.

## TRAINING

Hutton House will provide all staff, students and volunteers with training as required by the Accessibility Standards for Customer Service. The amount and format of the training will be tailored to suit each person's interactions with our participants and the public and his or her involvement in the development of policies, procedures, and practices pertaining to the provision of goods and services. This training includes:

- An overview of the purpose of the *Accessibility for Ontarians with Disabilities Act (AODA)* and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- Successful completion of AODA Customer Service Standard on-line training module on HR Downloads;
- Instruction on Hutton House policies, procedures, and practices pertaining to the provision of goods and services to our customers with disabilities;
- Instruction on how to interact with customers with disabilities who use assistive devices or who require the assistance of a support person or service animal;
- Information about the equipment or devices available at Hutton House that may help with the provision of the services to customers with disabilities; and
- Instruction on what to do if a customer with a particular type of disability is having difficulty accessing Hutton House services.

## TIMELINE FOR TRAINING

Training will be provided as soon as reasonably possible after commencing employment or placement. Ongoing training will address any changes that occur to the Hutton House policies or procedures governing the provision of goods or services to persons with disabilities.

Mandatory annual Customer Service training will be provided to all staff and volunteers. HR Generalist is responsible for ensuring accessibility policies and procedures are consistent with relevant legislation as required.

## TRAINING RECORDS

Hutton House will keep records of the training, including the date on which training was provided and the number of individuals to whom it was provided. The names of individuals trained will be recorded for training administration purposes, subject to *Freedom of Information and Protection of Privacy Act (FIPPA)* and any other relevant legislation.

## DOCUMENTS

All documents required by the Accessibility Standards for Customer Service, including Hutton House's Accessible Customer Service policies, procedures, notices of temporary disruption, training records and written feedback process will be available upon request but are subject to *Freedom of Information and Protection of Privacy Act (FIPPA)*.

This policy and any other service related documents available to the public will be made available upon request in a format that takes into account the requestor's preferred method of communication. The length of time it will take to produce information in alternative formats will depend on the format requested; however, every effort will be made to process requests in a timely fashion.

## **NOTICE OF AVAILABILITY OF DOCUMENTS**

Notice of the availability of all documents required by the Accessibility Standard for Customer Service will be posted on the Hutton House Website.

## **NOTICE OF TEMPORARY DISRUPTIONS IN SERVICES AND FACILITIES**

Hutton House knows that the operation of its programs, services and facilities is important to its participants and the public. However, temporary disruptions in Hutton House programs, services, and facilities may occur due to reasons that may or may not be within the control of Hutton House.

A "temporary disruption of service" is defined as a known or planned event that results in a deviation of regular services offered at Hutton House for an extended period of time, generally beyond one day.

Hutton House will make reasonable effort to provide notice of disruption to participants and the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that may be available. Hutton House will make reasonable efforts to provide prior notice of planned disruption, recognizing that in some circumstances such as in the situation of unplanned temporary disruption, advance notice will not be possible. In such case, Hutton House will provide notice as soon as possible.

When temporary disruptions occur to services or facilities, Hutton House will provide notice by posting the information in visible places, or on the website or by any other method that may be reasonable under the circumstances as soon as reasonably possible.