

#### Providing Customer Service to People with Disabilities

Extend-A-Family Waterloo Region is committed to excellence when serving all people including people with disabilities.

1. We will communicate with people with disabilities in ways that take into account his/her disability.
2. We will ensure that our employees and volunteers are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.
3. We welcome people with disabilities and their service animals. Service animals are allowed in our meeting rooms and on the parts of our premises that are open to the public.
4. If he/she wishes, a person with a disability who is accompanied by a support person while on our premises may have that person accompany them.
5. In the event of a planned or unexpected disruption to our services or facilities, Extend-A-Family Waterloo Region will notify people promptly. This will include a clearly worded notice advising the reason for the disruption, its anticipated length of time and a description of alternate facilities or services if available. Such notices will be communicated and/or posted as appropriate to the disruption.
6. Extend-A-Family Waterloo Region will provide training to its employees and volunteers and any other third parties that deal with the public on its behalf. Training will be provided as soon as practicable for all new employees, volunteers and relevant third parties. Training will include:
  - An overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the Customer Service Standard;
  - Extend-A-Family Waterloo Region's plan related to Customer Service;
  - How to interact and communicate with people with various disabilities;
  - How to interact with people with an assistive device or who require a service animal, or a support person;
  - How to use assistive devices provided on the premises and otherwise help to provide services to people with disabilities;
  - What to do if a person with a disability is having difficulty in accessing Extend-A-Family Waterloo Region's services;
  - Additional training will be provided when any changes are made to the plan.
7. People who wish to provide feedback on the way Extend-A-Family Waterloo Region provides customer service to people with disabilities can do so in person, via telephone, fax or by e-mail. Such feedback should be directed to Human Resources and will be responded to as soon as reasonably practicable.
8. Any Extend-A-Family Waterloo Region policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
9. Extend-A-Family Waterloo Region will report our compliance to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 as required.
10. The documents required by the Customer Service Standard are available upon request and can be made available in an alternate format if required.