

Customer Service Accessibility Standards Policy

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| Policy Intent | HR Ottawa, L.P. (HRO) currently practices service excellence to all our customers. This policy is intended to formally capture some of our existing practices of providing services to our customers with disabilities in compliance with the <i>Accessibility for Ontarians with Disabilities Act</i> . This policy and its related procedures will be reviewed as required in the event of legislative changes. |
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Overview

This policy is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the *Accessibility for Ontarians with Disabilities Act, 2005* and applies to the provision of goods and services to the public or other third parties, not to the goods themselves. This policy addresses the following:

- Providing Goods and Services to People with Disabilities
- Assistive Devices
- Communication
- Service Animals
- Support Persons
- Notice of Temporary Disruptions
- Training for Staff
- Feedback Process
- Notice of Availability

Detailed definitions of the above can be found in Appendix A.

Providing Goods and Services to People with Disabilities

HR Ottawa, L.P. (HRO) is committed to excellence in serving all customers including people with disabilities. We will make every reasonable effort to ensure that our policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner
- taking into account individual needs when providing goods and services
- communicating in a manner that takes into account the customer's disability