

## **CUSTOMER SERVICE POLICY STATEMENT:**

### **Providing Goods and Services to People with Disabilities**

#### **1. Our Mission Statement**

Building Community. Sharing Hope.

#### **2. Our Commitment**

In fulfilling our mission, the House of Lazarus is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

House of Lazarus is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

House of Lazarus understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

House of Lazarus is committed to excellence in serving and providing goods, services or facilities to all customers including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

#### **3. Providing goods and service to people with disabilities**

House of Lazarus is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

##### **3.1 Communication**

We will communicate with people with disabilities in ways that consider their disability.

We can assist by reading written information to a person directly; our website can be read by a screen reader; use hand written notes instead of the spoken word; information will be presented in plain language; and we can text transcripts of audio or visual information.

All accessible and communications supports mentioned will be provided in a timely manner without additional costs to the recipient of the supports.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

### **3.2 Telephone services**

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email or in person if telephone communication is not suitable to their communication needs or is not available.

### **3.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. 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. We will also ensure that staff know how to use assistive devices available on our premises for customers.

## **4. Use of service animals and support persons**

House of Lazarus welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. The only space where service animals cannot access are kitchens where food preparation takes place as per the Eastern Ontario Health Unit.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario

- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **5. Notice of temporary disruption**

House of Lazarus will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises. The notice of disruption will also be on our Facebook page and website.

### **6. Training for staff**

House of Lazarus will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided in the new employee orientation a week after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- 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 a support person

- How to use the assistive devices available on House of Lazarus' premises or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing House of Lazarus' goods and services
- House of Lazarus' policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **7. Employment**

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes consider the accessibility needs of all employees.

## **7. Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of House of Lazarus that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **8. Questions or feedback**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Management Team of House of Lazarus.

Anyone who wishes to provide feedback on the way House of Lazarus conducts its work with people with disabilities can be made:

- By email: [cashby@houseoflazarus.com](mailto:cashby@houseoflazarus.com)
- By telephone: 613-989-3830
- By mail:

House of Lazarus

2245 Simms St

Mountain Ontario  
K0E 1S0

Alternative methods of communication, including meeting in person, are also available.

All feedback, including complaints, will be handled within 5 business days. If you would like to be contacted regarding your feedback, please ensure that you have given your name and contact information (telephone number, address or email address). We will do our best to respond as promptly as possible.