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## ACCESSIBLE CUSTOMER SERVICE POLICY

### Policy No. 2012-03

Issued by: Board of Directors  
Effective: October 29, 2012

Replaces: Policy – N/A

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#### REFERENCES

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 427/07
- Human Rights Policy

#### POLICY

KFHC is committed to providing its services in ways that are accessible to everyone in keeping with the principles of dignity, equity/equality of outcome, independence and integration.

#### PURPOSE:

The purpose of this policy is to establish guidelines on providing goods and services to people with disabilities that will facilitate accessibility. The policy establishes accessibility standards for customer service in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and in keeping with Accessibility Standards for Customer Service, Ontario Regulation 429/07.

KFHC will make reasonable efforts to ensure policies, practices and procedures and the delivery of goods and services are provided to persons with disabilities. We will communicate with people having disabilities in ways that take into account their disability and communication needs.

#### SCOPE

The policy applies to all board members, employees, applicants, tenants, volunteers, contractors, and visitors.

#### RESPONSIBILITY

- 1.1 **CEO, Managers and Supervisors** are responsible for ensuring employees are trained and adhering to the KFHC Accessible Customer Service Policies. **Employees** are responsible for adhering to the KFHC Accessible Customer Service Policies.