Habitat for Humanity Grey Bruce AODA Policy

INTENT

In fulfilling our mission, Habitat for Humanity Grey Bruce (HFHGB) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services, in the same place and in a similar way as customers, donors, volunteers, employees and partners.

POLICY

Committed to excellence in serving all customers, donors, volunteers, employees and partners including people with disabilities, we will carry out our functions and responsibilities in the following areas:

1. **Communication**
   We will communicate with people with disabilities in ways that take into account their disability. We will train staff and volunteers on how to interact and communicate with people with various types of disabilities.
2. **Telephone services**
   We are committed to providing fully accessible telephone service to our customers, donors, volunteers, employees and partners. We will train staff and volunteers to communicate over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate by other means including letter mail, email or facsimile if telephone communication is not suitable to a person's communications needs or is not available.
3. **Assistive devices**
   We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. 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 goods, support or services. We will ensure that employees and volunteers know how to use the assistive devices available at our premises for those with disabilities.
4. **Documentation**
   We are committed to providing all written communication including invoices, charitable tax receipts, letters and other documents in a format that is accessible to all of our customers, donors, volunteers, employees and partners. This may include large print, email and other formats. We will answer any questions about the content of any written document in person, by telephone or email.

Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the areas of our premises that are open to the public and other third parties. We will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter HFHGB premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Notice of Temporary Disruption
HFHGB will provide customers, donors, volunteers, employees and partners 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 reception counters on our premises.

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

This training will be provided within 3 months after staff and volunteers commence their duties. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the requirements for 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 any assistive devices maintained by HFHGB to assist people with disabilities.
- What to do if a person with a disability is having difficulty accessing HFHGB's goods and services.
- HFHGB's policies, practices and procedures relating to these customer service standards.

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

Feedback Process
In striving to meet and surpass public expectations while serving people with disabilities, comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way HFHGB provides services to people with disabilities can be made by letter, email, voicemail or in person. All feedback should be directed to the Executive Director. A response shall be issued within 10 business days.

Policy Modifications and Questions
We are committed to developing customer service polices 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 HFHGB that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Any question about the policy and/or its purpose should be referred to the Executive Director info@habitatgreybruce.ca.

27 November 2026