

CUSTOMER SERVICE ACCESSIBILITY POLICY

DEPARTMENT: HUMAN RESOURCES	POLICY #: HR - 40
ISSUE DATE: OCTOBER 2018	REVISION DATE: N/A

I. OVERVIEW

DeFehr Furniture is committed to excellence in serving all customers including people with disabilities. DeFehr strives to treat all persons with dignity and respect and encourages independence and equal opportunity through this policy.

II. POLICY

A. PURPOSE

The purpose to the Customer Service Accessibility Policy is to ensure all DeFehr customers have access to DeFehr services. This policy is in compliance with The Accessibility for Manitobans Act and the Human Rights Code.

B. SCOPE

This policy applies to all employees of DeFehr Furniture, with a focus on employees who serve our customers.

III. DEFINITIONS

Assistive Devices – Any device designed or adapted to help people with physical or emotional disorders to perform actions, tasks, and activities. This may include mobility aids, hearing aids, cognitive assistance and improved accessibility such as ramps and door openers.

Service Animals – An animal, typically a dog, that has been trained to assist a person who has a disability.

IV. PROCEDURE

A. ACCESSIBLE CUSTOMER SERVICE PLAN

DeFehr Furniture will ensure that our employees are trained and familiar with various assistive devices and will accommodate the use of assistive devices.

DeFehr will communicate with people with disabilities in ways that take into account their disability. DeFehr will meet communication

needs by offering to communicate in different ways, such as writing things down, reading things out loud, and taking extra time to explain things.

DeFehr welcomes people with disabilities and their service animals. Service animals are allowed on the parts of the premises that are open to the public.

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

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities a notification will be posted at the main entrance and with Reception. The notice will include information regarding alternative facilities or service and the anticipated duration of the disruption for service.

This policy will be posted on the DeFehr website and will be available upon request from Reception or Human Resources.

B. TRAINING

DeFehr Furniture will provide training to employees who deal with the public or other third parties on behalf of DeFehr. Individuals in the following positions will be trained: Reception, Customer Service, Sales, Human Resources, Health & Safety and Senior Management. Training will be offered to new staff in these positions within two (2) months of being hired. Training material will be made available upon request.

Training will include:

- Understanding the Law with regards to Customer Service Accessibility
- Customer Service Accessibility Tips, as per Manitoba Accessibility Standards
- The DeFehr Customer Service Accessibility Policy
- Guidelines on:
 - Words with Dignity
 - What to do if a person with a disability is having difficulty accessing the DeFehr facility.
 - “Access Offer” sign explanation

- Maintaining barrier-free access
- Feedback process

Staff will be trained when changes are made to the DeFehr Customer Service Accessibility Policy.

C. FEEDBACK PROCESS

Customers who wish to provide feedback regarding accessibility concerns can do so via phone, email or verbally in person. Feedback can be provided directly to Reception, Customer Service or to Human Resources. Customers can expect a response from a DeFehr representative within seven (7) business days.

V. RESPONSIBILITIES

A. LEADERSHIP RESPONSIBILITY

Be familiar with and support the Customer Service Accessibility Policy.

B. EMPLOYEE RESPONSIBILITY

Customer Service employees are responsible to complete their accessibility training and provide service to persons with disabilities.

D. HUMAN RESOURCE RESPONSIBILITY

Train and record training for employees who work directly with customers

Remain current on accessibility legislation

Manage feedback from customers regarding accessibility concerns

VI. DOCUMENTATION

A. FORMS

Quiz and Training Acknowledgement Form

B. OTHER RELATED POLICIES

Respectful Workplace Policy

VII. REVISION LOG

Date (yyyy-mm-dd)	Description of Change

VIII. APPROVALS

APPROVED BY:



SARA REMPEL, MANAGER HUMAN RESOURCES

Oct 9, 2018

DATE



PHILIP KLASSEN, CEO

Oct 9, 2018

DATE