

# Accessible Customer Service Plan

## Providing Goods and Services to People with Disabilities

The REALTORS<sup>®</sup> Association of Hamilton-Burlington is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

We will ensure that our staff is trained and familiar with various assistive devices we have onsite or that we provide that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service animals**

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

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons. We will notify customers of this by posting a notice in the following location(s): Website; Realty Shoppe; Reception.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities the REALTORS<sup>®</sup> Association of Hamilton-Burlington will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

- 505 York Blvd, Hamilton. Elevator

The notice will be made publicly available at the following locations: 505 York Blvd., Hamilton, Website, Reception; Realty Shoppe, Message of the Day (MOD).

## Accessible Customer Service Plan

### Training

The REALTORS<sup>®</sup> Association of Hamilton-Burlington will provide accessible customer service training to employees and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services

Individuals in the following positions will be trained:

- All RAHB Staff

Staff will be trained on Accessible Customer Service within **3 MONTHS** after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The REALTORS<sup>®</sup> Association of Hamilton-Burlington's plan related to 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 elevator; handicap accessible door opening available on site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the REALTORS<sup>®</sup> Association of Hamilton-Burlington's goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

### Feedback process

Customers who wish to provide feedback on the way that the REALTORS<sup>®</sup> Association of Hamilton-Burlington provides goods and services to people with disabilities can do so in person, by writing to the REALTORS<sup>®</sup> Association of Hamilton-Burlington, Corporate Services, 505 York Boulevard, Hamilton, Ontario L8R 3K4, email: [info@rahb.ca](mailto:info@rahb.ca), by calling 905-529-8101, or by other communication methods.

## **Accessible Customer Service Plan**

### **Feedback process cont'd**

All feedback, including complaints, will be handled in the following manner: Directed to Kim Sanders or George O'Neill or senior management in their absence.

Customers can expect to hear back in 10 days. Not all comments will receive a response. Should you require a response to your feedback, please indicate your wishes on your form.

### **Notice of availability**

The REALTORS<sup>®</sup> Association of Hamilton-Burlington will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following locations: On our website; reception area and Realty Shoppe.

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

Any policy, practice or procedure of The REALTORS<sup>®</sup> Association of Hamilton-Burlington that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.



## **Policy for Receiving Feedback for Goods or Services to People with Disabilities**

Under the Accessibility Standards for Customer Service, Ontario Regulation 429/07 created under the Accessibility for Ontarians with Disabilities Act, 2005, the REALTORS® Association of Hamilton-Burlington is required to establish a process for receiving and responding to feedback about how RAHB provides goods or services to people with disabilities.

The REALTORS® Association welcomes feedback on the goods and services provided either in person or by writing to the Association at 505 York Boulevard; by telephone at 905.529.8101; by email to [info@rahb.ca](mailto:info@rahb.ca); electronic text; or by other communication methods. Please give full particulars in your feedback, describing your visit, date, place, what happened, what remedies were offered, whether these remedies were feasible, and the final outcome of the situation. We would also appreciate learning if our site exceeds your expectations on a visit.

The REALTORS® Association reviews all feedback and/or comments and responds as necessary within 10 business days. Not all comments will receive a response. Should you require a response to your feedback, please indicate your wishes on your form.

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of the policy is not understood, an explanation will be provided by writing to: REALTORS® Association of Hamilton-Burlington, Corporate Services, 505 York Boulevard, Hamilton, Ontario L8R 3K4. Copies of this document are available upon request and, where necessary, documents provided to people with disabilities will be provided in a format that takes into account the person's disability.



## Accessible Customer Service

### Feedback Form

Thank you for visiting the REALTORS® Association of Hamilton-Burlington. We value all of our customers and strive to meet everyone's needs.

Please tell us the date and time of your visit:

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Staff Member, Department or Service Location you visited: \_\_\_\_\_

Did we respond to your customer service needs today?  YES  NO

Was our customer service provided to you in an accessible manner?

YES  SOMEWHAT  NO (Please explain below)

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Did you have any problems accessing our goods and services?

YES  SOMEWHAT  NO (Please explain below)

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The REALTORS® Association of Hamilton-Burlington reviews all feedback and/or comments and responds as necessary within 10 business days. Not all comments will receive a response. Should you require a response to your feedback, please indicate your wishes here.  YES  NO

Contact Information: (optional) \_\_\_\_\_