

Accessible Customer Service Operating Policy

Division: People and Culture

**Approved By: Senior Leadership
Team**

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In alignment with World Vision Canada's (WVC) 'Core Values' and in keeping with the guiding principles for Christian living, biblical stewardship, responsibility to support and protect WVC employees and representatives, providing customer service to people with disabilities and the ongoing desire for organizational excellence, the Senior Leadership Team has approved this policy.

Purpose: In fulfilling our mission, WVC strives at all times to provide its products and services in a way that respects the dignity and independence of people with disabilities.

WVC is required by law to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the *Accessibility for Ontarians with Disabilities Act, 2005*. As such, WVC is committed to meet or exceed customer needs and expectations.

Scope: This policy applies to WVC, all employees, representatives, and volunteers of WVC, and any and all offices of WVC.

Responsibility: The People & Culture division, in collaboration with the Joint Health & Safety Committee, is responsible for overseeing this Policy, making revisions as required and providing training on this Policy. All WVC leaders are responsible for ensuring that their employees, representatives and/or volunteers receive training on this Policy.

Procedure:

Providing products and services to people with disabilities

WVC 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:

Communication

- We will communicate with people with disabilities in ways that take into account their disability.
- We will train employees who communicate with the public and other third parties on how to interact and communicate with people with various types of disabilities.
- We will provide publicly available emergency information such as our evacuation plan.

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Telephone services

- We are committed to providing accessible telephone service to the public and other third parties.
- We will offer to communicate with customers by email, mail, and any other means available or any other service that is available if telephone communication is not suitable to their communication needs or is not available.

Assistive devices

- We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our products and services. We will ensure that our employees are trained, and familiar with various assistive devices that may be used by people with disabilities while accessing our products and services.

Self-Serve Kiosk

- We are committed to providing accessibility for persons with disabilities by providing a self-serve kiosk equipped with an iPad as a point-of-sale device intended for public use to purchase WVC products.

Billing

- We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail etc.
- We will answer any questions customers may have about the content of the invoice in person, by telephone, mail, email, or any other service that is available.

Use of service animals and support persons

- We are committed to welcoming people with disabilities who are accompanied by a service animal within the areas of our premises that are open to the public and other third parties. WVC will also ensure that all employees, 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, and their accompanying 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 WVC premises.
- Fees will not be charged for support persons for admission to special functions/productions on WVC's premises or to functions/productions for which WVC is directly responsible. Customers will be informed of this by a notice that will be posted in WVC's premises or any other facility where such a function/production takes place. This will also be stated in any promotional material related to such a function/production.

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Notice of temporary disruption

- WVC 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 WVC premises.

Training for employees

- WVC 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. P&C is responsible for all training and materials and will ensure that training is provided within three months after employees 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 and/or require the assistance of a service animal or a support person
 - how to use available equipment that may help with the provision of products and services to people with disabilities
 - what to do if a person with a disability is having difficulty in accessing WVC's products and services
 - WVC's policies, practices and procedures relating to the customer service standard.
- Applicable employees will be trained on policies, practices and procedures that affect the way products and services are provided to people with disabilities. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

- The ultimate goal of WVC is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.
- Feedback regarding the way WVC provides products and services to people with disabilities can be made by email, verbally, suggestion box, and toll-free phone calls by visiting www.worldvision.ca/accessibility or emailing accessibility@worldvision.ca. All feedback will be directed to the Voice of Customer (VOC) department. Customers can expect to hear back within 48 hours.

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- Complaints will be addressed according to complaint categories already established in WVC's complaint management procedures.

Multi-Year Accessibility Plan

- WVC established a multi-year accessibility plan outlining the organization's strategy.

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 WVC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

References and Related Statements of Policy and Procedure:

Health & Safety Policy