

## Accessible Customer Service Plan

### Providing Goods and Services to People with Disabilities

**Furniture Bank** is committed to excellence in serving all clients including people with disabilities.

#### Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by clients 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 our premises.

#### 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.

#### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, **Furniture Bank** will notify clients 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.

The notice will be placed on our website.

#### Training

**Furniture Bank** will provide training to employees, volunteers and others who deal with our clients 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:

## **Client Service Representatives/Volunteers and Management.**

This training will be provided to staff **immediately after hiring.**

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **Furniture Bank'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
- What to do if a person with a disability is having difficulty in accessing **Furniture Bank's** goods and services

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

## **Feedback process**

Customers who wish to provide feedback on the way **Furniture Bank** provides goods and services to people with disabilities can **email [info@furniturebank.org](mailto:info@furniturebank.org)**

All feedback, including complaints, will be addressed by **Client Services.**

Customers can expect to hear back in **7-10 days.**

## **Notice of availability**

**Furniture Bank** will notify the public that our policies are available upon request by posting them on our website.

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

Any policy of **Furniture Bank** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.