

Accessible Customer Service Policy

Providing Services to People with Disabilities

Heritage Education Funds Inc. is committed to excellence in serving all customers, including people with disabilities. A **disability** is any degree of physical or mental disability, impairment, injury, infirmity, malformation or disfigurement.

Assistive devices

We will ensure that our staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our services. Persons with disabilities may use their own assistive devices as required when accessing services provided by Heritage. An **assistive device** is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities and includes a wheelchair, walker and personal oxygen tank.

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. The customer that is accompanied by a service animal is responsible for maintaining care and control of the service animal at all times.

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. A **support person** is a person who accompanies a person with a disability to help with communication, mobility, medical needs or access to goods and services.

Communication

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

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities [e.g. elevators not working, website being down], we will notify customers as soon as possible. The notice will be placed on-line, in the reception area and at building entrances.

Training for staff

We will provide training to employees and agents who deal with the public for compliance with this Policy and with the *Accessibility for Ontarians with Disabilities Act*. This training will be provided to staff as soon as practicable in 2012 and for all new hires.

Feedback process

Customers who wish to provide feedback on the way our services are provided to people with disabilities may do so on-line or at reception by filling out the Accessible Customer Service Feedback Form. Customers that provide formal feedback will receive acknowledgement of their feedback from the Human Resources Department, along with any resulting actions based on concerns or complaints that were submitted.

Accessible Customer Service Feedback Form

Thank you for visiting Heritage Education Funds Inc! We value all of our customers and strive to meet everyone's needs.

Please tell us the date of your experience with us:

Date: _____

1. Did you experience any accessibility issues in obtaining customer service from us?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
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Comments

Submitting Feedback:

You may leave your completed Feedback Form with reception or you may complete it on-line at www.heritageresp.com.

If you would like to be contacted, please include your name and contact details in the comment section.

You may also contact the Human Resources Department with any further comments or concerns at:

Phone Number: 416-758-4400 Ext. 2067
E-mail Address: Nancy.Mastrolonardo@heritagefunds.ca