

# Accessible Customer Service Policy

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## Policy Statement

Tarion is committed to providing quality goods and services that are accessible to all persons that we serve and in a manner that:

- Respects the dignity and independence of each individual;
- Integrates each individual as fully as practicable into the method of service delivery;
- Ensures an equal opportunity for each individual to obtain and use our goods and services; and,
- Allows all persons to benefit from the same services, in the same place, and in a similar way.

We strive to ensure that service provision is equitable for all persons. This may mean treating people differently in order to ensure that everyone has the accommodation they need to navigate Tarion processes successfully.

By considering these principles when developing and implementing policies, practices, and procedures, accessibility planning becomes entrenched with the decision making process and satisfies the spirit with which the *Accessibility for Ontarians with Disabilities Act, 2005* was enacted.

## Definitions

For the purpose of this policy '**disability**' is defined according to the *Accessibility for Ontarians with Disabilities Act, 2005*, as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, reliance on a service animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or developmental disability;
- Learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols of spoken language;
- A mental disorder; or,
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

For the purpose of this policy, '**staff**' is defined as all employees and others working for or on behalf of Tarion.

For the purpose of this policy, '**accessible**' is defined as something that can be easily accessed or used by a person with a disability.

For the purpose of this policy, '**customers**' include homeowners, builders and or vendors, condominium corporations and their representatives.

For the purpose of this policy, **'customer service'** is the provision of services to homeowners, builders and or vendors, condominium corporations and their representatives and members of the public, pursuant to the responsibilities set out for Tarion.

For the purpose of this policy, **'accommodations'** are measures used to make something accessible to an individual with a disability. Disability includes physical disabilities, sensory disabilities, mental health disabilities, and "invisible" disabilities such as learning disabilities or environmental sensitivities.

For the purpose of this policy, **'adaptive or assistive devices'** include tools such as computers or special communication devices that facilitate access to information or services for people with disabilities. Assistive devices may also include service animals.

For the purpose of this policy, a **'service animal'** is defined as any animal that is trained perform tasks for the benefit of an individual with a disability.

For the purpose of this policy, a **'support person'** is defined as another person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care or medical needs or with access to the goods or services.

For the purposes of this policy, a **'facility or service disruption'** is defined as planned and unplanned unavailability of services or facilities operated by Tarion, including but not limited to closed washrooms, elevators that are inoperable due to maintenance and website that is temporarily unavailable.

## Procedures

Tarion has implemented the following procedures and practices:

- When communicating with a person with a disability it is done in a manner that takes into consideration a person's disability.
- Staff members receive appropriate training on providing accessible customer service, policies, procedures and practice related to Accessibility Standards for Customer Service, Ontario Regulation 429/07. See "Training" for more information.
- Persons with disabilities accompanied by a service animal are permitted in those areas of the premises operated by Tarion. See "Service Animals" for more information.
- Persons with disabilities accompanied by a support person are permitted to be accompanied by that support person on premises operated by Tarion. See "Support Persons" for more information.
- Notice is provided when it is known that facilities or services that people with disabilities rely on to access Tarion's services are temporarily disrupted. See "Service Disruptions" for more information.
- A feedback process has been established which allows people to provide feedback on how Tarion provides services to persons with disabilities. See "Feedback Process" for more information.
- Persons with disabilities are allowed to use their own personal assistive devices to obtain, use, or benefit from the services offered by Tarion. See "Assistive Devices" for more information.

- Tarion's policies, practices and procedures related to providing accessible customer service are available to the public.

## Accomodation

Tarion is committed to providing an inclusive and accessible environment in which all members of the public have equal access to its services and are treated with dignity and respect.

Tarion is committed to providing accommodation for needs related to disability, unless to do so would cause undue hardship.

Examples of Tarion providing accommodations to customers include, but are not limited to:

- Hiring an interpreter for assistance in communication where a disability prevents accessibility to Tarion services.
- Having Tarion employees or third parties in contact with the customer wear items of clothing that limit contact with a customer or their belongings.
- Assigning a specific Tarion employee to be the only point of contact for all matters relating to the warranty.

Requests for accommodations may be done in the following manner:

- Telephone: 1-877-982-7466
- Mail:
  - Director, Customer Services
  - Tarion
  - 5160 Yonge Street, 12<sup>th</sup> Floor
  - Toronto, ON M2N 6L9
- Email: [customerservice@tarion.com](mailto:customerservice@tarion.com)
- Online: [https://www.tarion.com/sites/default/files/inline-files/TARN-ACCESSIBILITY-ACCOMODATION-FORM\\_FINAL\\_2017-02-17.pdf](https://www.tarion.com/sites/default/files/inline-files/TARN-ACCESSIBILITY-ACCOMODATION-FORM_FINAL_2017-02-17.pdf)
- In Person:
  - Tarion
  - 5160 Yonge Street, 12th Floor,
  - Toronto, ON M2N 6L9