

## NRH NOTICE 10-05

### Appendix A

#### Customer Service Standard Housing Providers - Checklist of Requirements

##### Policies, Practices and Procedures

1. Establish policies, practices and procedures on providing goods and/or services to people with disabilities.
2. Use reasonable efforts to ensure that policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity.
3. Establish a policy that:
  - a. allows people to use their own assistive devices to access the provider's goods and/or services; and,
  - b. informs people about any other measures (assistive devices, services or methods) that are offered to enable them to access goods and services.
4. Establish a process that:
  - a. sets out how people can provide feedback on the provider's provision of goods and /or services to people with disabilities;
  - b. describes how the provider will respond to any feedback and take action on any complaints; and,
  - c. makes the information about the feedback process readily available to the public.
5. Document, in writing, the provider's policies, practices and procedures, as well as comply with other documents requirements set out in the standard. Notify customers that these documents are available upon request.
6. Provide notice when facilities or services that people with disabilities rely on to access our goods or services are temporarily disrupted (**sample attached**).

##### Training (*to be arranged by NRH*)

7. Train staff, volunteers, contractors and any other people who interact with the public or with third parties on the provider's behalf, or who are involved in developing the provider's policies, practices and procedures, on the provision of goods and/or services outlined in the customer service standard.

8. Ensure that housing providers (staff, board, volunteers, third parties) can communicate with a person with a disability in a manner that takes the disability into account.
9. When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.

### **Service Animals, Support Persons**

Allow people with disabilities to be accompanied by their guide dog or service animal.

Allow persons with disabilities who use a support person to bring that person with them while accessing goods and/or services. Where admission fees are charged, provide advance notice of what the fee will be, if any, for support persons.