

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Date of Issue: October 22, 2012

Location: 156 Duff St. Kingston ON, K7K 2L5

Gordon Barr Ltd. / Barr Homes are committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staffs are trained and familiar with various assistive devices that may be used by customers 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 the parts of our premises that are open to the public.

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. Fees will not be charged for support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Gordon Barr Ltd. Office located at 156 Duff St. Kingston Ontario. Gordon Barr Ltd. will notify customers 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 at Head Office Located at 156 Duff St. Kingston, Ontario.

Training for Staff

Gordon Barr Ltd. / Barr Homes will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard's.
- Gordon Barr Ltd. 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 Gordon Barr Ltd.'s goods and services.
- How to use any related Equipment.

Staff will also be trained when changes are made to our plan.

Feedback Process

Customers who wish to provide feedback on the way Gordon Barr Ltd. / Barr Homes provides goods and services to people with disabilities can do so in any of the following ways:

- Fill in our online | [Feedback Form](#) |
- Send an e-mail, to jeff.brown@gordonbarr.ca
- Print and complete | [this form](#) |,
and mail to
Jeff Brown
Gordon Barr Ltd.
156 Duff Street Kingston, ON Canada K7K 2L5

Please describe your concerns

AND, please help us by describing the necessary accommodation required

In addition, a comment box is available at our main office
156 Duff Street Kingston, ON Canada K7K 2L5

All feedback will be directed to HR Manager. Customers can expect to hear back in 5 days. Complaints will be addressed according to our organizations' regular complaint management procedures.

Modifications to this or other policies.

Any policy of Gordon Barr Ltd. / Barr Homes that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.