



NURSING & HOMEMAKERS INC.

www.nhihealthcare.com 416-754-0700 1-800-567-6877

Accessibility Commitment & Customer Service Standard

At Nursing & Homemakers Inc. (NHI), we are committed to ensuring that our goods and services are accessible to all people, including individuals with disabilities, in alignment with our vision to honour the human face of health care. To help you understand how NHI upholds the core principles of independence, dignity, integration and equality of opportunity in our interactions, we have developed the following Accessibility Commitment and Customer Service Standard document.

This Accessibility Commitment is NHI's assurance to you, our valued client and /or customer that we will provide goods and services in an accessible manner by adhering to the following principles:

- NHI will accommodate the use of assistive devices or any alternative measures used by people with disabilities to access the goods or services provided by our organization.
- NHI will take a person's disability into account when communicating with the individual.
- NHI will allow people with disabilities to keep their service animals with them on the parts of our premises that are open to the public or other third parties, except where a service animal is excluded by law; we will ensure that alternate measures are available to enable the person to access our goods or services.
- NHI will post a notice at a conspicuous place on our premises, on our website or by another reasonable method, or any temporary disruption in access to facilities, goods or services, including the reason, duration and any alternatives available.
- NHI will provide a documented process to receive and respond to feedback on how our goods or services are provided to people with disabilities, including actions we will take when a complaint is received.
- NHI will make information about our feedback process readily available to the public, including how feedback may be provided.
- NHI will ensure that our health care service providers, third- party suppliers and staff members who deal directly with the public and/or participate in the



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development of our policies and procedures, receive training about providing goods and services to people with disabilities. This training will include current policies, practices and procedures outlined in this Accessibility Commitment and Customer Service Standard.

- NHI will maintain a written training policy and record including a summary of our training content, schedule and registrants.
- NHI will make documents available upon request in a format that takes a person's disability into account. NHI welcomes feedback to our Accessibility Commitment and Customer Service Standard. If you have a question, issue, compliment or complaint, contact us using one of the methods below:

Accessibility Office

NHI Nursing & Homemakers Inc.

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