



CUSTOMER SERVICE POLICY & PROCEDURE

Background

After four decades of home-building excellence, Cachet has earned a reputation as an award-winning developer and builder of master-planned communities across Southern Ontario. From the very beginning, our principles have been guided by a distinctive vision of how new homes should be crafted, a vision that combines innovative architecture, superior craftsmanship, exceptional quality features and finishes, and outstanding customer care. Since 1981, Cachet has developed and built thousands of new homes—and we remain committed to enriching the lives of families by building visionary communities they will be proud to call home.

Purpose

The policy is intended to meet current legislative requirements and applies to the provision of goods and services to the public. Cachet Homes has established policies, practices and procedures regarding the provision and delivery of goods and services to people with disabilities. If there are any changes to the policy, Cachet Homes will provide training as required.

Communications

Cachet Homes is committed to communicating with people with disabilities in ways that consider their disability. To ensure this, Cachet has taken the following steps and responsibilities:

- Cachet team members have been trained in how to interact and communicate with customers with disabilities guided by the principles of dignity, independence (inclusion?), and equality.
- Customers with disabilities are offered alternative communication formats that meet their needs as promptly as feasible.
- Documents are also provided to customers in an alternative format that meets their needs, upon request and as applicable.

Assistive Devices

Cachet Homes is committed to welcoming and serving people with disabilities who use assistive devices to help with mobility or access to services or information, along with our other services offered. Common assistive devices include wheelchairs, scooters, canes, walkers, communication devices, etc.

We will ensure that all team members are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods and services.

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Restrictions in the Use of Assistive Devices

Customers may use their assistive devices to help them access goods and services when visiting Cachet Homes' sites and head office. However, persons using assistive devices should avoid taking them into areas where the device cannot be safely maneuvered or where it may result in harm or damage to the property.

When a team member notices a customer using an assistive device to access a small area or an area that is otherwise not suitable for the device, they will explain their concern for safety and suggest assisting the person in another manner to protect their wellbeing.

Service Animals

Persons with disabilities may be accompanied by a service animal when on Cachet Homes' premises and may go where customers and other members of the public are permitted and where it's not excluded by another law. We will also ensure that staff members, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Team members may discretely ask the customer for proof if it is not obvious that an animal is a service animal. Our team members may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as a harness or vest, and when it's clearly helping a person perform certain tasks.

Service Animals Exclusions and Restrictions

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services, or facilities:

- Explain why the animal is excluded.
- Discuss with the customer another way of providing goods, services, or facilities.

In addition, a service animal may be excluded from the premises for any of the following reasons:

- The service animal is disruptive, and the handler cannot control it effectively.
- The service animal is a threat to the health and safety of any person or property.
- Exclusions due to law, such as municipal by-law, provincial statute, or another law.
- Concerns for the safety of the animal. For example, there may be sharp objects and other potentially harmful materials found on construction worksites, therefore, service animals are not permitted in these areas unless they can be safely carried by their handlers in an animal crate.

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Cachet Homes strongly recommends that customers and other visitors do not bring service animals onto construction sites as this may pose harm to the customer as well as the service animal. Instead, they should be accompanied by a family member, friend, or support person when visiting these areas, if necessary.

Use of 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. For example, in some situations, customers with disabilities may be required to be accompanied by a support person when on Cachet Homes' premises, if a support person is necessary to protect the health and safety of the person with the disability or the health and safety of others.

Notice of Temporary Disruption

Cachet Homes will provide notice in the event of an unplanned or unexpected disruption to the facilities or services used by people with disabilities.

Cachet Homes identifies the following services and facilities that are available to customers and are subject to the requirements of notification of temporary disruption:

- Accessible parking spaces
- Automatic doors
- Accessible washrooms

This notice will be posted in a conspicuous place on Cachet Homes' premises and/or on our website, such as:

- Near the entrance of the building
- Over a power door operator button
- And any other reasonable places

The notice will include the following contents:

- Reason for the disruption
- Anticipated duration of the disruption
- Description of alternative facilities or services, if available

Training

Cachet Homes will ensure that accessible training will be provided to team members, volunteers, and others who interact with the public and/or develop or review policies, procedures, and practices that deal with providing goods and services to the public on behalf of Cachet Homes.

Cachet Homes has trained staff on how to interact and communicate with people with various types of disabilities, including how to accommodate their use of service animals, assistive devices, or a support person.

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Cachet Homes will provide training regularly regarding the Accessible Customer Service Standard to all new team members and volunteers who fulfill the applicable duties as soon as practicable.

Training will be done on an ongoing basis, especially if there are any changes made to the policies, procedures and practices that deal with providing goods and services to the public.

Records will be kept of the training required in this policy, the dates that training is provided, and how many people are trained.

Training Content

Mandatory Accessible Customer Service training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act.
- The requirements of the Accessibility Standards for Customer Service.
- How to interact and communicate with people with various types of disabilities.
- How to interact with persons with disabilities who use assistive devices or who require the assistance of a service animal or support person.
- What to do if a person with a disability is having difficulty accessing goods and services.
- Cachet Homes' policies, procedures, and practices pertaining to the provision of goods and services by people with disabilities, and the required training to accommodate these customers.

Feedback Process

Cachet Homes has established a process for people to provide feedback on how we provide goods and services to customers with disabilities. The feedback process allows people to provide their feedback in person, by telephone, email, verbally, or in writing. We want to ensure that we surpass expectations while serving customers with disabilities.

All feedback will be directed to our Director, Human Resources. Customers can expect to receive a response within five business days. All feedback will be recorded and directed to our Homeowner Experience and Home Service Teams for review and continual improvement.

Information about our feedback process is readily available to the public on our website.

A feedback form is available and can be downloaded [here](#).

Modifications to This or Other Policies

Cachet Homes is committed to developing customer service policies that respect and promote the dignity, inclusion, and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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Questions About This Policy

Questions about this policy can be directed to:

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Revision History

Version	Date	Author(s)	Change(s)
DRAFT	November 14, 2023	Julia Hidalgo	Creation

Reference Documents

Document Type	Document Name	Author(s)
HR Policy	Accessibility Policy	Julia Hidalgo
HR Policy	Integrated Accessibility Standards Policy	Julia Hidalgo
HR Policy	Multi-Year Accessibility Plan	Julia Hidalgo
Form	Feedback Form	Julia Hidalgo

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