



CUSTOMER SERVICE STANDARD

Providing goods, services or facilities to people with disabilities

H&R Block is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

H&R Block understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

H&R Block is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

H&R Block is committed to excellence in serving all customers including people with disabilities and in a manner consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities e.g. on-line, by phone, drop off locations, etc.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include the following:

- By phone
- On-line
- Or other means identified by the person with a disability



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We will work with the person with a disability to determine what method of communication works for them.

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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide 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 when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario



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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

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. In certain cases, H&R Block might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, H&R Block will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities H&R Block 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.



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The notice will be made publicly available in the following ways:

- Notice on doors of location with a temporary disruption
- H&R Block Website
- Phone calls to customers with appointments to advise them of the possibility of rescheduling their appointment or the closest available location and time currently available.

Training

H&R Block will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf.

Staff will be trained on accessible customer service in their onboarding or within three months of being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- H&R Block Commitment, Policies and standards including 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 H&R Block's goods, services or facilities

Staff will also be trained when changes are made to our policies or standards.



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Feedback process

H&R Block welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way H&R Block provides goods, services or facilities to people with disabilities can provide feedback through contact options on H&R Block website or by calling 1-800-HRBLOCK (1-800-472-5625).

All feedback, including complaints, will be triaged and sent to the appropriate department or individual

Customers can expect to hear back in 5 days of the receipt of their feedback and in the case of a complaint 10 working days for resolution.

H&R Block will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

H&R Block will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other policies and standards

Any policies of H&R Block that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.