

<b>SECTION 1: ACCESSIBLE CUSTOMER SERVICE PLAN</b>	
<b>POLICY 1: Providing Goods and Services to People with Disabilities</b>	
<b>Date Policy Approved: Dec 13, 2011</b>	<b>Date Policy Revised:</b>

As per the College-Montrose Children's Place Access Policy the organization is committed to excellence in serving all customers including people with disabilities.

### **Assistive devices**

CMCP will ensure that all staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

### **Communication**

CMCP will communicate with people with disabilities in ways that take into account their disability.

### **Service animals**

CMCP will welcome people with disabilities and their service animals. Service animals are welcome in every part of all our sites except where prohibited by law e.g. kitchen.

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them to all our free programs.

Where a fee is charged for an activity, as for example when we charge a fee for a fundraiser, CMCP will notify customers of any fee requirements through a notice posted at our program sites, on our website and on any material promoting the event. Support persons taking part in fundraisers will be required to pay the required fee.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **at CMCP sites, we** 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 **[list all locations where this notice will be made available]**.

### **Training for staff**

College-Montrose Children's Place will provide training to all its employees and program volunteers. This training will be provided to staff as part of their orientation to the organization and within a month of commencing employment with CMCP. Staff will be required to sign a document indicating that they have participated in training.

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Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- **College-Montrose Children's Place's** accessible customer service plan.
- 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
- How to use **any equipment or devices, should they be available such as TTY, wheelchair lifts, etc., which may be available on-site or otherwise that may help with providing goods or services to people with disabilities.**
- What to do if a person with a disability is having difficulty in accessing **College-Montrose Children's Place** programs and services.

Staff will also be trained when changes are made to the accessible customer service plan.

**Feedback process**

Customers who wish to provide feedback on the way **CMCP** provides programs and services to people with disabilities can **be provided through any of the following options:**

- e-mail to [cmcp@web.net](mailto:cmcp@web.net),
- verbally to the program director at 706 College St 416532-9485 ext 224
- suggestion box provided at each program site,

All feedback will be directed to **the Program Director and/or the Executive Director.** Customers can expect to hear back within 2 days of sending the feedback. Complaints will be addressed according to **CMCP's** Community Complaint policies and procedures.

**Modifications to this or other policies**

Any policy of **College-Montrose Children's Place** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.