

<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: Feb 12, 2025</b>

As per the College-Montrose Children's Place (CMCP) is committed to diversity and social inclusion and to be proactive in meeting, its obligations under Ontario's Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its obligations under the Ontario Human Rights Code respecting non-discrimination, by providing accessible customer service that respects the rights, dignity, independence, and equal opportunity of every person. In accordance with CMCP's Access Policy the organization is committed to excellence in serving all customers with extra support needs. CMCP is committed to ensuring that everyone receives customer service with the same quality and timeliness, whether their disability is physical, cognitive, mental, sensory, emotional, developmental, or any combination of these. The Foundation understands that information about a disability is personal and private and must be treated confidentially.

### **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. Our organization will meet the information and communication needs of people with disabilities by providing, upon request, information and communication materials in accessible formats or with communication supports, as promptly as is feasible.

### **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.

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### 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, and all those who are involved in the development and approvals of policies and procedures related to the provision of services.

This training will be provided to staff as part of their orientation to the organization and within a month of commencing employment with CMCP. Training resources may include: <https://www.aoda.ca/free-online-training/> and <https://www.accessforward.ca/> Staff will be required to sign a document indicating that they have participated in training.

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

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services to people with disabilities can be provided through any of the following options:

- e-mail to [info@cmcp.ca](mailto:info@cmcp.ca)
- verbally to the Executive Director at 180 Shaw St or 416-532-8100
- suggestion box provided at each program site

All feedback will be directed to **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.

This Plan is reviewed annually by staff and presented to the Board of Directors for approval every three (3) years or more frequently if there is a material change.

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