



## **Accommodation, Accessibility, AODA & The Customer Service Standard**

The Ontario government enacted the Accessibility for Ontarians with Disabilities Act in 2005. This act lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life including customer service, employment, information and communications, transportation, and design of public spaces.

Toronto Pan Am Sports Centre Inc. strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Toronto Pan Am Sports Centre Inc. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### **Assistive devices**

We are committed to serving people who need assistive devices to obtain, use or benefit from our services.

### **Communication**

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

### **Service animals**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.

### **Support persons**

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Toronto Pan Am Sports Centre Inc.'s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. In most instances, fees will not be charged for support persons for admission to Toronto Pan Am Sports Centre Inc.'s premises, if in our control, for the purposes of providing assistance for customers with disabilities. However, If Toronto Pan Am Sports Centre Inc. charges an admission fee for the support person we will notify the customer of this through a notice posted on our premises providing information in advance about the amount, if any that is payable.

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities or services usually used by people with disabilities Toronto Pan Am Sports Centre Inc. will notify customers promptly. This 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 the Information Desk in the main lobby.

**Training**

Toronto Pan Am Sports Centre Inc. will provide training to employees, volunteers and others who deal with the public or other organizations on behalf of the Organization and all those who are involved in the development and approval of customer service policies, practices and procedures.

This training will be provided to employees within the first 90 days of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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
- How to use the pool lift, portable ramps, etc., that may help with providing services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing Toronto Pan Am Sports Centre Inc.'s services

**Feedback process**

The ultimate goal of Toronto Pan Am Sports Centre Inc. is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Customers who wish to provide feedback on the way Toronto Pan Am Sports Centre Inc. provides services to people with disabilities can e-mail, verbally inform or fill out a feedback card. All feedback will be directed to the Director, Business Development. Customers can expect to hear back in 30 days. Complaints will be addressed according to our organization's regular complaint management procedures.

**Modifications to this or other policies**

Any policy of Toronto Pan Am Sports Centre Inc. that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities in accessing our services will be modified or removed.

**Questions about this policy**

This policy exists to achieve service excellence to customers with disabilities. Questions about this policy should be directed to the Director, Business Development at Toronto Pan Am Sports Centre Inc.