

## ACCESSIBLE CUSTOMER SERVICE PLAN

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### **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

Shaw Centre is committed to excellence in serving all customers, including people with disabilities.

- We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
- We will communicate with people with disabilities in ways that take into account their disability.
- 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.
- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees may be charged to the support person for admission to events taking place at Shaw Centre's premises, at our client's discretion.
- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Shaw Centre 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 all locations where service delivery disruptions occur.

### **TRAINING FOR STAFF**

Shaw Centre will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf. This training will be provided to staff as an element of orientation training.

#### **Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Shaw Centre's Accessible Customer Service Plan (this document)
- 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 TTY telephones, how to obtain a wheelchair, how the Tactile Walking Surface Indicators (TWSI) work
- Questions regarding specific assistive device equipment (such as captioning services, Assistive Listening Systems, etc.) should be directed to our Audio Visual Services provider, AVW TELAV
- What to do if a person with a disability is having difficulty in accessing Shaw Centre's goods and services

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Staff will also be trained when changes are made to this Accessible Customer Service Plan.

### **FEEDBACK PROCESS**

Customers who wish to provide feedback on the way Shaw Centre provides goods and services to people with disabilities can provide it in person onsite at the Shaw Centre Reception desk in Administration, by e-mail to [info@shaw-centre.com](mailto:info@shaw-centre.com), or in a client survey. All feedback will be directed to the Manager of Communications and Government Relations. Customers can expect to hear back in 5 business days. Complaints will be addressed according to our organization's regular complaint management procedures.

### **MODIFICATIONS TO THIS OR OTHER POLICIES**

Any policy of Shaw Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.