

SECTION 1: ACCESSIBLE CUSTOMER SERVICE PLAN	
POLICY 1: Providing Goods and Services to People with Disabilities	
Date Policy Approved: Dec 13, 2011	Date Policy Revised: Mar 5, 2015

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 info@cmcp.ca
- verbally to the **Executive Director at 180 Shaw St 416-532-9485 ext 224**
- **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.