

AODA Customer Service Policy

1. POLICY STATEMENT

The Metro Toronto Convention Centre (MTCC) is committed to and shall, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), work to improve access and opportunities for people with disabilities by identifying, removing and preventing barriers that might interfere with their ability to make full use of the facility.

2. PURPOSE

To address the accessibility requirements of Regulation 429/07 - Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005.

3. SCOPE

This policy applies to all employees.

4. DEFINITIONS

Assistive Device – Is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that clients or guests (“Clients”) bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier - Under AODA, a **barrier** is anything that stops a person with a disability from fully taking part in society because of that disability. Some barriers include:

- Physical barriers (e.g. A step at the entrance to the building or a door that is too heavy to be opened by an individual with limited upper body mobility and strength)
- Architectural barriers (e.g. A hallway or door that is too narrow for a wheelchair or scooter)
- Information or communication barriers (e.g. A publication that is not available in large print)
- Attitudinal barriers (e.g. Assuming people with a disability cannot perform a certain task when in fact they can or ignoring a customer in wheelchair)

- Technological barriers (e.g. A paper tray on a laser printer that requires two strong hands to open)
- Barriers created by policies or practices (e.g. A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly)

Disability - Per the *Ontario Human Rights Code*, a **disability** is defined as follows:

1. Any degree of physical disability, infirmity, malformation or disfigurement caused by bodily injury, birth defect or illness and includes but is not limited to:
 - Diabetes mellitus;
 - Epilepsy;
 - A brain injury;
 - Any degree of paralysis;
 - Amputation;
 - Lack of physical coordination;
 - Blindness or visual impediment;
 - Deafness or hearing impediment;
 - Muteness or speech impediment; or
 - Physical reliance on a guide dog or other animal, or on a wheelchair or other remedial appliance or device.
2. A condition of mental impairment or a developmental disability;
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
4. A mental disorder; or
5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – A dog trained as a guide for a blind person and having the qualifications prescribed by regulation. Ontario's regulations require that the dog be trained at a facility recognized under the Blind Persons' Rights Act and that the handler obtain an identification card from the Ministry of the Attorney General. Guide dogs are specifically intended to assist people who are blind or visually impaired.

Service Animal – An animal is a service animal for a person with a disability if: It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – A dog other than a guide dog for the blind is a service dog if: It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – A support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

5. PROCEDURE

Providing Goods & Services to People Disabilities

MTCC is committed to excellence in serving all customers including people with disabilities by removing barriers to their full participation that might arise in the course of doing business as follows:

1. Communication

We will communicate with people with disabilities in ways that take into account their disability. This includes asking them how we can best help them, and their preferred method of communication, such as text messaging,, or e-mails. We will train all staff who may come in contact with customers on how to interact and communicate with people with various types of disabilities.

2. Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers using text or email if telephone communication is not suitable to their communication needs or is not available.

3. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services and as such customers are free to use their personal assistive devices on MTCC premises. MTCC also offers other measures that may assist our customers while on site and we will ensure that our staff are trained and familiar with various assistive devices that may be used by customers including: elevators, escalators, wheelchair lifts, wheelchair ramps and wheelchairs.

4. Documentation

All published documents will be made available in an accessible format upon request.

5. Guide Dogs, Service Animals and Service Dogs:

A Client with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to the MTCC premises with the exclusion of the food production areas.

6. SERVICE ANIMALS AND SUPPORT PERSONS

We are committed to welcoming people with disabilities who are accompanied by a service animal or support person on the parts of our premises that are open to the public and other third parties. All employees, volunteers and others dealing with the public will be made aware of the appropriate ways in which to interact with people with disabilities who are accompanied by a service animal or support person.

Admission Fees for Support Persons: MTCC does not charge any fee to access its premises. However, our clients who organize events on our premises may charge admission or registration fees in keeping with the nature of their event(s). To this end, we will apprise our clients of the need to make information regarding their policy on admission fees for support persons available to customers with disabilities in advance.

Care and Control of the Animal

The client that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times. The safety and cleanup of the service animal is also the responsibility of the person with a disability or support person.

7. NOTICE OF TEMPORARY DISRUPTION

MTCC will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include a telephone number to contact the Security Department, who can provide information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Notice of a service disruption will be placed in a conspicuous area and/or communicated by any method deemed to be reasonable under the circumstances.

8. TRAINING OF STAFF

MTCC will provide training to all employees and others who deal with the public as well as those who are involved in the development of corporate policies, practices and procedures. MTCC will also ensure that the staff of any third parties acting on MTCC's behalf (such as our official suppliers) have received training on serving our customers with disabilities. For new hires, this training will be provided at Orientation.

Training will cover the following:

- The purposes 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 guide dog or other service animal or a support person.
- How to use any of the MTCC assistive devices.
- What to do if a person with a disability is having difficulty in accessing the MTCC's goods and services.
- The MTCC's policies, practices and procedures relating to the customer service standard.
- Those involved in policy development will receive additional training about providing goods or services to the public or third parties.

Ongoing training will be provided with respect to any changes to MTCC's policies, practices and procedures.

9. FEEDBACK PROCESS

MTCC's ultimate goal is to meet and surpass customer expectations. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way MTCC provides goods and services to people with disabilities can be shared through our website, by email, or verbally. All feedback will be directed to Sharon Dayal, Vice President of Events or Sabrina Infanti, Event Manager. Customers can expect to hear back within five (5) business days.

Email: accessibility@mtccc.com

Phone: 416-585-8199

Website: www.mtccc.com/facility/accessibility/

10. MODIFICATIONS TO THIS OR OTHER POLICIES

We are committed to developing customer service policies that respect and promote the dignity, independence integration and equal opportunity for people with disabilities. Therefore, no changes will be made to this policy before considering the impact on those they are intended to serve. Any MTCC policy that fails in this regard shall be amended or eliminated.

11. QUESTIONS

Any questions about this policy should be referred to Sharon Dayal, Vice President of Events or Sabrina Infanti, Event Manager.

12. COMMUNICATION

This policy shall be communicated to all new employees during orientation and/or when changes occur.

13. POLICY REVIEW AND UPDATES

This policy will be reviewed and updated as necessary to ensure it remains current and effective. Any changes will be communicated to all employees.

14. RELATED DOCUMENTS

- AODA Statement of Commitment (Document # HR – 041 – A)
- AODA Integrated Standard Policy (Document # HR – 105)
- AODA Multi-Year Accessibility Plan

NOTE: IN ALL CASES, THIS POLICY MUST BE READ IN A MANNER THAT IS CONSISTENT WITH ANY APPLICABLE COLLECTIVE AGREEMENT OR WRITTEN EMPLOYMENT CONTRACT.