



Customer Service Policy Statement:
Providing Goods and Services to People with Disabilities

(This policy is available in alternate formats upon request.)

The CAA Centre is one of the busiest, most versatile sports and entertainment complexes in the Greater Toronto area.

The CAA Centre strives at all times to provide its events and 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 events and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

The CAA Centre 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:

Communication:

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

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

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 by email, regular mail, in person by TTY or relay services if telephone communication is not suitable to their communication needs or is not available.

Assistive devices:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

An **Assistive Device** is any **device** that helps someone do something that they might not otherwise be able to do well or at all. Generally the term is used for **devices** that help people overcome a disability such as mobility, vision, mental, dexterity or hearing loss.

We will ensure that staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Billing, Menus and Pricing

We are committed to providing accessible invoices, menus and pricing to all of our customers. For this reason, invoices will be provided in the following formats upon request for example, hard copy, large print and email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Service Animals

The CAA Centre welcomes people with disabilities accompanied by a service animal into the parts of our building that are open to the public and other third parties.

There are various types of service animals besides guide dogs that support people with various types of disabilities such as:

- Vision loss
- Epilepsy
- Autism
- Anxiety disorder

An animal will be considered a service animal if:

- It wears a harness, vest or other visual indicator.
- The person with the disability provides documentation from a regulated health professional to confirm that the person needs the service animal for reasons relating to their disability.

If a service animal cannot be easily identified, an employee may ask the guest to provide documentation from a regulated health professional. The documentation must confirm that the person needs the services animal for reasons relating to their disability.

The following is a list of accepted regulated health professionals:

- (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- (ii) A member of the College of Chiropractors of Ontario.
- (iii) A member of the College of Nurses of Ontario.
- (iv) A member of the College of Occupational Therapists of Ontario.
- (v) A member of the College of Optometrists of Ontario.

Accepted regulated health professionals (continued):

- (vi) A member of the College of Physicians and Surgeons of Ontario.

- (vii) A member of the College of Physiotherapists of Ontario.
- (viii) A member of the College of Psychologists of Ontario.
- (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

We will also ensure that all staff, volunteers and others dealing with the public are properly trained on interacting with people with disabilities who are accompanied by a service animal.

Employees are reminded of the following when dealing with guests accompanied by service animals:

- Service Animals are not pets; they have a job to do.
- Avoid touching or addressing a service animal.
- Customers are responsible for the care and supervision of their service animal while on the premises.

Support Persons

The CAA Centre welcomes people with disabilities accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the CAA Centre 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.

Support persons will be charged the same ticket price as the person they are accompanying to CAA Centre event. This may or may not be a discounted rate from the regular seating. Customers will be advised of this charge when purchasing tickets for CAA Centre events. Customers will also be informed of this by a notice that will be posted in the CAA Centre's premises.

In limited cases and circumstances, the CAA Centre may require a support person to accompany a person with a disability for health and safety reasons. In these cases, a member of the CAA Centre's Management Team will:

- consider the health or safety reasons based on the available evidence;
- consult with the person with a disability to understand their needs; and
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

If the CAA Centre determines that a support person is required for health and safety reasons, the admission fee for the support person shall be waived.

Notice of temporary disruption

The CAA Centre 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 information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

Training for staff

The CAA Centre will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided in the month after an employee commences their duties.

Training will include the following:

- Online e-learning module: Access-Forward Customer Service Standard.
- 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 service animal or a support person
- What to do if a person with a disability is having difficulty in accessing CAA Centre's goods and services
- Online e-learning module: Working Together: The Code and The AODA (The Ontario Human Rights Commission)
- A review of the CAA Centre's Customer Service policy statement.
- Quizzes to support retention of knowledge.

All employees will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback process

The ultimate goal of the CAA Centre is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services and how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the CAA Centre provides goods and services to people with disabilities can be provided by email, in person (verbally), regular mail and by telephone. All feedback will be directed to the General Manager. Customers can expect to hear back in 3 days.

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

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

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the General Manager or the Manager, Human Resources.