

Accessibility Customer Service Policy Providing Goods and Services to People with Disabilities

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

Our Commitment

- The CAA Centre is committed to providing an inclusive and accessible experience for all guests.
 - We strive to deliver our events and services in a way that respects the dignity, independence, integration, and equal opportunity of people with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).
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Communication

- We communicate with individuals in ways that take into account their accessibility needs.

We will:

- Use clear and accessible language
 - Offer alternative communication methods upon request (e.g., email, phone, in-person)
 - Provide accessible formats and communication supports where needed
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Assistive Devices

- We welcome the use of personal assistive devices to access our facilities and services.

Our staff are trained to:

- Support individuals using assistive devices
 - Ensure safe and respectful interaction
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Service Animals

- Service animals are welcome in all areas of the CAA Centre that are open to the public.

A service animal may be identified by:

- A vest, harness, or visual indicator, or
- Documentation from a regulated health professional confirming the need
- If it is not clear that an animal is a service animal, staff may request documentation as permitted under AODA.

Support Persons

- Guests with disabilities may be accompanied by a support person.
 - Support persons are permitted access at all times
 - Ticket pricing for support persons will be communicated at the time of purchase
 - In certain situations, where required for health and safety, a support person may be required. In these cases, admission fees for the support person will be waived
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Accessible Billing and Information

- We provide accessible formats for documents such as invoices, menus, and pricing upon request.
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Temporary Service Disruptions

If there is a disruption to accessible services or facilities, we will:

- Notify the public as soon as possible
 - Provide details about the reason and expected duration
 - Offer alternative solutions where available
 - Notices will be posted at entrances and service areas and, where appropriate, online.
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Staff Training

All employees, volunteers, and contractors who interact with the public receive training on:

- AODA requirements and the Customer Service Standard
- The Ontario Human Rights Code as it relates to disability
- How to interact and communicate with individuals with various disabilities
- How to support individuals using assistive devices, service animals, or support persons

Training is:

- Completed shortly after hire
 - Updated when policies change
 - Tracked and documented
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Feedback

We welcome feedback on how we provide accessible services.

- Feedback can be submitted:
 - By email
 - By telephone
 - In person
 - By mail

- We will respond to feedback in a timely manner and in an accessible format upon request.
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Policy Updates

- The CAA Centre is committed to continuously improving accessibility.
 - We will review and update this policy as needed to ensure ongoing compliance and best practices.
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Contact Us

For questions about this policy or to request accessible formats, please contact:

Sang Nguyen

Manager, Human Resources

(905) 595-9110

snguyen@caacentre.com