

# Accessible Customer Service Plan

## **Providing Goods and Services to People with Disabilities:**

Vantage Venues is committed to excellence in serving all customers including people with disabilities.

## **Assistive devices:**

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

## **Communication:**

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

## **Service animals:**

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.

## **Support persons:**

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 will not be charged for support persons.

## **Notice of temporary disruption:**

In the event of a planned or unexpected disruption to services or facilities for customers with Disabilities, Vantage Venues 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 made publicly available on our website at on-site at both our 27<sup>th</sup> & 16<sup>th</sup> floor reception desks.

## **Training:**

Vantage Venues will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Staff will be trained on Accessible Customer Service within one week after being hired.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard of St. Andrew's plan related to 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
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities. These include:
- What to do if a person with a disability is having difficulty in accessing St. Andrew's goods and services.
- Staff will also be trained when changes are made to our accessible customer service plan.

**Feedback process:**

Customers who wish to provide feedback on the way Vantage Venues provides goods and services to people with disabilities can provide feedback in the following way(s):

All feedback, including complaints, will be handled by our Director of Operations (Craig Earle). Craig can be reached daily, either by phone or by email. If the customer is attending a meeting at Vantage Venues, they can also speak with Craig in person by having him paged at one of our reception desks.

[craig.earle@vantagevenues.com](mailto:craig.earle@vantagevenues.com)

(416) 366-4228 x 249

Customers can expect to hear back in 1 business day.

**Notice of availability:**

Vantage Venues will notify the public that our documents related to accessible customer service, are available upon request by posting a notice at both our 27<sup>th</sup> & 16<sup>th</sup> floor reception desks.

**Modifications to this or other policies:**

Any policy, practice or procedure of Vantage Venues that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.