

Accessible Customer Service Plan

Toronto Humane Society is committed to excellence in providing goods and services to people with disabilities.

Assistive Devices

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

Communication

We will communicate with users with disabilities in ways that consider their disability.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on any parts of our premises that are open to the public, though accommodations may need to be made where the health and security of animals are concerned.

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.

Notice of Temporary Disruption

Where possible, Toronto Humane Society will notify its clients and customers of known problems with services that we provide for clients and customers with disabilities. 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. When possible, the notice will be posted onsite and on our public website: www.torontohumanesociety.com

Training

Toronto Humane Society will provide training to all staff who deal with the public or other third parties on our behalf, including to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

This training will be provided to new hires as part of orientation. Training will include:

- An overview 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
- How to use the accessible equipment or devices on our premises, including elevators, automatic doors, wheelchair lifts, or other such equipment
- What to do if a person with a disability is having difficulty in accessing Toronto Humane Society goods and services

Staff will also be re-trained on an annual basis and when changes are made to the accessible customer service plan.

Feedback Process

For those who wish to provide feedback on the way Toronto Humane Society provides goods and services to persons with disabilities, feedback can be submitted through:

- Email: HR@torontohumanesociety.com
- Phone: +1 647-793-9167
- In-Person or by mail: 11 River Street, Toronto, Ontario, M5A 4C2

Notice of Availability

Copies of Toronto Humane Society's Accessible Customer Service Plan and related procedures are available upon request through:

- Email: HR@torontohumanesociety.com
- Phone: +1 647-793-9167
- In-Person and by mail: 11 River Street, Toronto, Ontario, M5A 4C2