

Accessible Customer Service Policy

Toronto's First Post Office/Town of York Historical Society is committed to excellence in serving all customers including people with disabilities.

Four Guiding Principles

Independence – allowing a person with a disability to do things on their own without unnecessary help, or interference from others.

Dignity – service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality, or convenience.

Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

Equality of Opportunity – people with disabilities have an opportunity to that given to others to access our goods or services.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices 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. No entrance fee will be charged for support persons.

Notice of Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, such as wheelchair access to the building, Toronto's First Post Office/Town of York Historical Society will notify customers promptly. This will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

This notice will be clearly posted at the main desk, and included on the main phone message.

Training for Staff

Toronto's First Post Office/Town of York Historical Society will provide training to employees, regular volunteers, and others who deal with the public or other third parties on their behalf.

This training will be provided to all current staff prior to January 12, 2012, and to new employees within 2 months of employment.

Training will include:

- an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Toronto's First Post Office/Town of York Historical Society'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 and direct people to the stair-free entrance
- what to do if a person with a disability is having difficulty in accessing Toronto's First Post Office/Town of York Historical Society's goods and services.

Staff will also be trained when changes are made to this plan.

Feedback Process

Customers who wish to provide feedback on the way Toronto's First Post Office/Town of York Historical Society provides goods and services to people with disabilities can contact staff verbally, by telephone, or by email.

All feedback will be directed to the Director/Curator.

Customers can expect to hear back in one week.

Modifications to this or other policies

Any policy of Toronto's First Post Office/Town of York Historical Society that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Created/Revised: Draft by Kate McAuley, October 3, 2011