



TRIEC

Toronto Region Immigrant
Employment Council

New Realities. New Opportunities.

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

TRIEC is committed to excellence in serving all clients including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our 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. Where there is a charge for admittance to any TRIEC event or activity, fees will not be charged to support persons.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, TRIEC will notify clients 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 placed on the TRIEC website, or the site where the disruption of service will occur.

Training for staff and compliance of partners

TRIEC will provide training to employees and volunteers. Partners who deal with the public on TRIEC's behalf will be asked to provide written notice that they are compliant with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Training will be provided to staff within 30 days of commencement of work, including:

- An overview of the AODA and the requirements of the customer service standard
- TRIEC's accessible customer service plan – policy, procedures and practices
- 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 TRIEC's services

Feedback process

Clients who wish to provide feedback on the way TRIEC provides services to people with disabilities can e-mail, telephone, or write a letter to TRIEC. All feedback will be directed to the Manager, Operations. Customers can expect to hear back within five business days. Complaints will be addressed according to our organization's regular complaint management procedures.