



Accessible Customer Service Plan For Condominium Corporations

Our Commitment

Toronto Standard Condominium Corporation No. 1577 & 1723 are committed to excellence in serving all residents, visitors, contractors, other business partners, including those with disabilities. The Corporation will take all reasonable measures to ensure that people with disabilities who wish to access the Corporation's premises, amenities and services have equal opportunity to do so.

If a resident, visitor, contractor or other business partner requires assistance with accessing any of the Corporation's premises, amenities or services, please direct all inquiries to the Management Office at 416-239-9786 or after office hours, the Concierge at 416-239-0685 and they will assist.

This plan is made pursuant to the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and the Accessibility Standards for Customer Service Regulation.

For the purpose of this plan, "disability" is defined as:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Assistive devices

We will ensure that a member of our staff has access to personnel that are trained and familiar with various assistive devices that may be used by person's disabilities while accessing our premises, amenities or services.

Communication

Communication is an important part of achieving accessibility. We will be cognizant of the needs of our residents, visitors, contractors and other business partners who have disabilities and will communicate in a manner that takes in to account a person's disability, using clear and plain language and alternative forms of non-verbal communication as appropriate.

Service animals

We welcome people with disabilities and their service animals. Unless otherwise excluded by law, the Corporation will ensure that all persons using a service animal, including a guide dog, are permitted access to its premises, amenities and services with their service animal and to keep the animal with him or her at all times.

Where excluded by law, the Corporation will ensure that other methods of access are available to a person wishing to access its goods and services on its premises. For purposes of this plan, an animal is a “service animal”: if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support persons

A person with a disability who is accompanied by a support person will be permitted to have that person accompany them on our premises and while accessing our amenities and services.

Fees will not be charged for support persons for admission to or for accompanying persons with disabilities on the Condominium premises or facilities. We will notify customers of this through a notice distributed to all owners and residents at the time of their moving into the Condominium Community.

For purposes of this plan, a “support person” is, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services. A support person can be a family member, professional or friend.

The Corporation may, where there is a concern for the health and safety of the person with a disability or others require a person with a disability to be accompanied by a support person.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities the Corporation and Management will provide notice promptly. We will post the notice at the Concierge desks and in the elevators. The notice will include information about the reasons for the disruption, the anticipated duration and description of alternative services in the affected location where available.

The Corporation will undertake all reasonable measures to promptly rectify any disruption as it arises.

Training for staff

Toronto Standard Condominium Corporation No. 1577 & 1723 will provide training to employees and make available training to volunteers, service contractors, consultants and others who deal with the residents, visitors, other members of the public or other third parties on their behalf and to Board Members who are involved in developing policies, practices and procedures on the provision of goods or services by **Toronto Standard Condominium Corporation No. 1577 & 1723**. This training will include a review of the special circumstances which the Corporation is aware of that may affect the delivery of services to residents.

This training will be provided to staff of the property management contractor through the property management company prior to, or within 30 days of their appointment to provide service to Condominium Corporation Number or upon receipt of a request from the Board of Directors.

This training will be provided to all staff, volunteers, service contractors, consultants or others who interact with the public or other third parties on their behalf of Toronto Standard Condominium Corporation No. 1577 & 1723 as required and access to this training will be facilitated through the Property Management contractor.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Toronto Standard Condominium Corporation No. 1577 & 1723 accessible customer service plan.
- 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 Toronto Standard Condominium Corporation No. 1577 & 1723 goods and services

Staff will also be trained when changes are made to this Accessible Customer Service Plan.

Feedback process

Feedback is welcomed by the Toronto Standard Condominium Corporation No. 1577 & 1723 and can be made in any format to anyone of the Property Manager.

Customers can expect to hear back within 5 to 10 business days of the Property Manager becoming aware of the request for contact. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Toronto Standard Condominium Corporation No. 1577 & 1723 will be mindful of the commitment to respect and promote the dignity and independence of people with disabilities when considering, passing, reviewing or modifying rules or policies affecting the provision of services to members of the community and the public. Rules or policies inconsistent with these commitments will be modified or removed. This policy and the associated practices, procedures and training will be updated and amended as necessary to ensure ongoing compliance with the objectives of the *Accessibility for Ontarians with Disabilities Act, 2005* and the Accessibility Standards for Customer Service Regulation.

Copies

Copies of this policy and all associated procedures are available upon request and in various formats.

Reference

Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility Standards for Customer Service Regulation

Passed by a resolution of the Boards of Directors of Toronto Standard Condominium Corporation No. 1723 and 1577 at a meeting properly called for the transaction of business on May 15 and May 28, 2012.