

**Toronto Islands Residential Community Trust Corporation's
Accessible Customer Service Policy
Providing Goods and Services to People with Disabilities
December 2013**

The Toronto Islands Residential Community Trust Corporation is committed to excellence in serving all customers including people with disabilities.

Communication

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

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for people with disabilities, the Trust will post a notice 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, as available.

The notice will be placed at the entrance to the Trust office, on the website and on the voicemail system.

Training

The Trust will provide training to employees and volunteers through the provision of a pamphlet that will address:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Trust'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.
- What to do if a person with a disability is having difficulty in accessing the Trust's services.

Staff will also be trained when changes are made to the accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way the Trust provides goods and services to people with disabilities can do so by letter, email, a suggestion box, or verbally in person.

All feedback, including complaints, are forwarded to the Trust chair or other board member for consideration. People can expect an acknowledgement within two working days.

Notice of availability

The policy is available on the website.

Modifications to this or other policies

Any policy of the Trust that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.