

14.0 Accessibility Customer Service Standard

14.1 Providing Goods and Services to People with Disabilities

PKC is committed to excellence in serving all customers, including people with disabilities. We recognize that people with disabilities may have different needs. We also strive to ensure that the principles of independence, dignity, integration, and equal opportunity prevail as we interact with those with disabilities.

We also recognize that disabilities may be visible and obvious at times, whereas at other times they may not be so transparent. It is our goal that we be sensitive to those who might be dealing with a disability, both obvious and not so obvious.

Assistive Devices

We will ensure that our staff and volunteers are trained on how to interact with customers who use assistive devices.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We recognize that often the first barrier in assisting those with disabilities is attitude, and so we seek to convey the best customer service attitude possible as we endeavor to communicate.

Service Animals

We welcome people with disabilities and their service animals at our head office. Service animals will also be allowed at our event locations that are open to the public. They will not be allowed in areas where prohibited by law, though we will do our best to accommodate the customer and service animal as fully as we can.

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 and at our events. Fees will not be charged for support persons.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, we will notify customers 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 at the front door of our events.

14.2 Training for Staff

PKC will provide training to employees who deal with the public.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- PKC's 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 any assistive devices available on-site or otherwise that may help with providing goods or services to people
- What to do if a person with a disability is having difficulty in accessing our events

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

14.3 Feedback Process

Customers who wish to provide feedback on the way PKC provides goods and services to people with disabilities can speak to us at events or phone, email, mail, or fax us.

All feedback will be directed to one or more of the following: Events Manager, Finance & Admin Manager, or President.

Customers can expect to hear back between 7-14 days.

Complaints will be addressed by the Management Team.

14.4 Modifications

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