



Cardinal Flahiff Basilian Centre Accessibility Standards for Customer Service

Accessibility Policies for The Basilian Fathers of Toronto

The Basilian Fathers of Toronto are committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

The Basilian Fathers of Toronto are committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, and other staff members.

The Basilian Fathers are committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communication materials in accessible formats or with communication supports. This includes publically available information about our services, facilities as well as publically available emergency information.

The Basilian Fathers will consult with people with disabilities to determine their information and communication needs.

The Basilian Fathers of Toronto will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

The Basilian Fathers of Toronto will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.



Cardinal Flahiff Basilian Centre

Accessibility Standards for Customer Service

Accessible Customer Service Plan

The Cardinal Flahiff Basilian Centre is split into two areas. The west area, floors 1-4 are a private residence that is not open to the public. The east area floors 1-2 are rental spaces that are open for use by the public, and more specifically the renters and their customers.

This policy specifically addresses the area of the Cardinal Flahiff Basilian Centre that are available for rental and are used by our 'customers'.

Providing Services to People with Disabilities

The Basilian Fathers of Toronto are committed to excellence in serving all customers including people with disabilities. This involves ensuring access to the east wing of the building, and ensuring that our facilities are accessible.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Assistive devices that are found on-site that are potentially available to the public include walkers and wheelchairs.

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 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 to our premises.

Fees will not be charged for support persons



Cardinal Flahiff Basilian Centre Accessibility Standards for Customer Service

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at the Cardinal Flahiff Basilian Centre, the Basilian Fathers of Toronto will notify customers promptly. This clearly posted notice will include the 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 North-East entrance, North-West vestibule, and throughout the building on bulletin boards.

Training

The Basilian Fathers of Toronto will provide training to employees who are responsible for liaising with those renting the east area of the building. Training will also be provided to people involved in the development of policies, plans, and procedures related to the provision of our services.

Individuals in the following positions will be trained:

Operations Manager, and Activation Assistants.

This training will be provided to staff within 1 month of being hired.

Training will include:

- an overview of the accessibility for Ontarians With Disabilities Act, 2005 and the requirements of the customer service standard
- the Basilian Fathers of Toronto's plan related to 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 support person
- how to use the wheelchairs, walkers available on site
- what to do if a person with a disability is having difficulty accessing The Cardinal Flahiff Basilian Centre

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



Cardinal Flahiff Basilian Centre Accessibility Standards for Customer Service

Feedback Process

Customers who wish to provide feedback on the way The Basilian Fathers of Toronto provides goods and services to people with disabilities can e-mail or verbally inform a staff member.

All feedback, including complaints, will be directed to the Operations Manager. Customers can expect to hear back in 5 days.

When a complaint is received The Basilian Fathers will work within reason to find and implement a solution to the problem. This solution will be created in conjunction with the complainant.

Notice of Availability

The Basilian Fathers of Toronto will notify the public that our policies are available upon request by posted notice on the North West entrance.

Modifications to This or Other Policies

Any policy of The Basilian Fathers of Toronto that does not respect and promote dignity and independence of people with disabilities will be modified or removed.