

TORONTO PARKING AUTHORITY

POLICY RESOLUTION

1-10

ITEM: **Toronto Parking Authority Accessible Customer Service Policy**

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PURPOSE: At the Toronto Parking Authority, we are committed to providing all our customers and members of the public with safe, convenient and accessible parking facilities and services.

We strive to provide our parking facilities and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our facilities and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

This policy establishes our commitment to accessible customer service under the *Accessibility for Ontarians with Disabilities Act, 2005*.

APPLICATION: The Toronto Parking Authority Accessible Customer Service Policy ("the Policy") applies to all employees, managers, and customers of the Toronto Parking Authority and to any third parties (e.g., contractors) who are engaged to provide services to the public on our behalf.

COMMUNICATION: When communicating with people with disabilities, we will do so in ways that take into account their disability. Accordingly, we will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

ASSISTIVE DEVICES: People with disabilities are welcome to use their own personal assistive devices (e.g., white cane, wheelchair, hearing and visual aids) in order to access or use our facilities and obtain our services.

We will train our staff to become familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

SERVICE ANIMALS & SUPPORT PERSONS: People with disabilities who are accompanied by a service animal are welcome on all parts of our facilities that are open to the public and other third parties. Our staff and others dealing with the public on our behalf will be trained on how to interact with people with disabilities who are accompanied by a service animal.

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Any person with a disability who is accompanied by a support person will be allowed to enter our facilities with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Regular parking charges per vehicle apply.

**NOTICE OF TEMPORARY
DISRUPTION:**

In the event of a planned or unexpected disruption in facilities or services usually used by people with disabilities, the Toronto Parking Authority will post a notice about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at or near the affected facility or service and/or through other means (e.g., website) where necessary.

**TRAINING FOR
STAFF:**

We will provide training to all staff who provide a service on our behalf, and all those who are involved in the development and approval of customer service policies, practices and procedures. This training will be provided shortly after staff commence their duties and/or upon changes to this policy, practices and procedures.

Training will include the following:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of 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
- How to use various assistive devices available on our premises
- What to do if a person with a disability is having difficulty in accessing our facilities and services

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- Toronto Parking Authority policies, practices and procedures relating to the customer service standard.

FEEDBACK PROCESS: We welcome any feedback on our facilities and services from people with disabilities. Please send your comments to:

Customer Service
Toronto Parking Authority
33 Queen Street East
Toronto, Ontario M5C 1 R5
Phone: (416) 393 7275
Fax: (416) 393 7352
Online: <http://parking.greenp.com/contact/>
Email: greenpcs@toronto.ca

Customers can expect to hear back as soon as possible or within a reasonable period of time.

Note: copies of documents required under the *Accessibility for Ontarians with Disabilities Act, 2005* are available upon request. Please notify us in advance if you require such documents in an alternative or accessible format.

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