

## Toronto Monthly Meeting Accessibility Policy

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**Providing services or facilities to people with disabilities.** Toronto Monthly Meeting (TMM) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination and to complying with both the *Ontario Human Rights Code* and the *AODA*. Our accessible customer service policy is consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

**Assistive devices.** People with disabilities may use their personal assistive devices when accessing our services or building.

**Communication.** We will communicate with people with disabilities in ways that take into account their disability and try to use a method of communication that works for them.

**Service animals.** We welcome people with disabilities and their service animals. Service animals are allowed on the parts of the House that are open to the public. When we cannot easily identify that an animal is a service animal (for example by its harness or vest), our employees may ask a person to provide documentation from a regulated health professional that confirms the person needs the service animal.

**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. In certain cases, TMM might require a person with a disability to be accompanied by a support person for the health or safety reasons of the person with a disability and/or others on the premises. Before making a decision, TMM will consult with the person with a disability.

**Notice of temporary disruption.** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities TMM will notify customers promptly.

**Training.** TMM will provide accessible customer service training to all employees and volunteers and anyone involved in developing our policies. New employees will be trained on accessible customer service on the day they are hired. Training will include both what is required by law and TMM's policies related to the customer service standard.

**Feedback process.** TMM welcomes feedback on how we provide accessible customer service. Members of the community and renters will be notified of how to provide feedback by information posted on the website, and on the Health and Safety noticeboard by the Resident Friend's office. The feedback processes offered will include feedback online, or by letter or telephone. All feedback, including complaints, will be handled by a review by the Resident Friend Manager and members of the Personnel Committee. People can expect to hear back in 21 days. TMM will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

**Modifications to this or other policies.** Any policies of TMM that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Updated: February 10, 2021