



## **ACCESSIBLE CUSTOMER SERVICE POLICY**

### **Statement of Commitment**

The Pine Project delivers programs focused on building relationships between self, others, and the environment. We strive to ensure our programs are inclusive and accessible to all as far as is reasonably possible. We are committed to providing people with disabilities equal opportunity to participate in our programs, in a manner that allows them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility wherever possible and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.

Our programs operate in natural settings in and around Toronto and Muskoka, on public land and private land owned by others. The features of these sites, such as rugged terrain and limited access to washroom facilities, may limit safe accessibility for all types of disabilities. We are committed to realistically assisting those needs within our limitations. Prospective participants or their guardians are encouraged to contact us to discuss the sites, facilities and program before registering.

### **Assistive Devices**

We will ensure that our staff are familiar with various assistive devices that may be used by program participants. Prospective participants or their guardians will have discussed the limitations of terrain and program implications prior to arrival.

### **Information and Communications**

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them. On request, we will provide information about our organization and its services in accessible formats or with communication supports.

### **Service Animals**

We welcome people with disabilities and their service animals. The inclusion of service animals will be in compliance with the rules and regulations of the sites where we operate. We will have discussed the implications of service animals and resulting logistics with the participant and/or guardian and any participants and staff that may be affected by having the animals on site.

## **Support Persons**

We welcome support persons to accompany participants in our programs free of charge<sup>1</sup> whenever possible. In certain cases, we 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 in the program. Before making a decision, we will consult with the person with a disability to understand their needs; consider health or safety reasons based on available evidence; determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

## **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.

## **Training**

We are committed to training staff and volunteers in Ontario's accessibility laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities, as well as accessible customer service. All staff and volunteers will receive training on accessibility as it relates to their role. We will maintain accurate accessibility training records.

## **Feedback Process**

We welcome feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Customers who wish to provide feedback can do so by:

Phone: 416 792 2772

Email: [info\(at\)pineproject.org](mailto:info(at)pineproject.org)

In writing or in person: 276 Carlaw Ave. Unit 302, Toronto, ON M4M 3L1

Customers can expect to hear back in 5 business days. We will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## **Availability of Documents**

All documents required by the Accessibility Standards for Customer Service are available upon request. Other policies will be modified to meet the requirements of this Statement where there is a conflict.

<sup>1</sup>For programs that include room and board, there may be an additional charge.