

UrbanPromise Toronto Accessibility Policy

1. Policy

UrbanPromise Toronto (UPT) is committed to excellence in serving all participants including people with disabilities.

2. Disability

The definition of a Disability as applicable under the Accessibility for Ontarians with a Disability Act may be found in the Ontario Human Rights Code. This is a condensed definition:

- Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness;
- A condition of mental impairment or disorder, a developmental or learning dysfunction.

“Disability” includes, but is not limited to, such things as epilepsy, paralysis, impaired vision or hearing, speech impediment, reliance on a guide dog, wheel chair or other assistive devices.

3. Access to Goods and Services

It is the policy of UPT to do our best to provide our services to those with disabilities by:

- Providing access to the premises as far as possible by reasonable accommodation
- Providing access to information in a format that accommodates a Disability as reasonable
- Respecting the independence of disabled individuals by allowing them independence as necessary, while also providing reasonable assistance as might be requested by them
- Respecting the dignity of disabled individuals
- Considering means of integration and equal opportunity for disabled individuals

4. Support Persons

It is the policy of UPT to allow disabled individuals to be accompanied by a support person when accessing the services.

5. Service Animals and Assistive Devices

It is the policy of UPT to allow service animals on the premises and in all situations where a disabled individual requires the service animal to access services, except in circumstances where the animal is excluded by law from the premises, such as in places where food is being prepared. We will also not prevent the use of assistive devices on the premises, and will not interfere with such devices without the permission of the owner/user.

6. Temporary Disruptions

If any methods of accommodating disabled individuals are interrupted, UPT will post a

notice in a conspicuous place. Such notice will advise of alternate arrangements available, if any.

7. Training for Staff

UPT will provide training to all employees and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approval of service policies, practices, and procedures.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 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.
- What to do if a person with a disability is having difficulty in accessing our services.
- How to use or operate any equipment on the premises or otherwise which is specifically designed to assist people with disabilities (i.e. elevators), and what to do if a person with a disability is having difficulty in accessing said equipment.
- UPT's policies, practices, and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies.

8. Feedback

UrbanPromise Toronto will accept and consider feedback from anyone who has any concern about the Accessibility Policy and its implementation. Feedback may be submitted in writing, by email, or by telephone:

UrbanPromise Toronto
215 Morrish Rd Suite 109
Scarborough, ON M1C 1E9
info@urbanpromise.com
416-516-6121

9. Modifications to this or other policies

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

10. Availability of Documents

All documents relating to the Accessibility for Ontarians with Disabilities Act (AODA) will be made available upon request and in a format reasonably accommodating Disabilities. Requests can be made in writing, by email, or by telephone.