

**THE PRIMATE'S WORLD RELIEF AND DEVELOPMENT FUND (PWRDF)**  
**Accessible Customer Service Policy Implementation Plan**

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**Accessible Customer Service Policy<sup>1</sup> Implementation Plan**

PWRDF is committed to excellence in serving all clients including people with disabilities. In fulfilling our mission, PWRDF strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. This accessibility plan outlines the actions that PWRDF will put in place to prevent and remove barriers to accessibility for people with disabilities accessing our services.

**1. Communication**

Staff shall communicate with people with disabilities in ways that take into account their disability.

**2. Assistive devices**

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained and familiar with various assistive devices that may be used by clients with disabilities while accessing our services.

**3. Use of service animals and support persons**

- Employees shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law.
- Where the animal is excluded by law, the reason shall be explained to the person with disability, and other reasonable arrangements to provide the service shall be explored with the assistance of the person with disability.
- When a service animal is unruly, disruptive or exhibits harmful behaviour, an employee may ask the person with disability to remove the animal from the area or refuse access to services. In this event, other reasonable arrangements to provide services shall be explored with the assistance of the person with disability.
- Persons with a disability may be accompanied by a support person while accessing our services.

**4. Notice of Service disruption**

PWRDF will provide clients with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

The notice may be provided in a number of ways (including a posting at the entrance to PWRDF's premises) and will be done as quickly as possible.

**5. Training for Staff**

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

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<sup>1</sup> See PWRDF Accessible Customer Service Policy, approved May 3, 2012. The Accessibility Customer Service Policy and this implementation plan shall not apply during any period where PWRDF has declared a "State of Emergency" as defined under the Emergency Management Act.

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This training will be provided as soon as practicable, after commencement of duties. The content of the training will be dependent on the trainee's role in terms of accessibility.

Training will be on an ongoing basis as changes are made to the policy and implementation plan.

Training records shall be kept, including the dates when training is provided and the number of individuals to whom the training was provided.

## **6. Employment**

PWRDF is committed to fair and accessible employment practices. PWRDF will include standard language in all job postings to notify the public and staff that, when requested, PWRDF will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

## **7. Feedback Process**

Feedback from our clients provides us with opportunities to learn and improve. We recognize the right of our clients to make a complaint, compliment or make suggestions on ways to improve our services. Comments on our services regarding how we are performing are welcome and appreciated.

Feedback regarding the way PWRDF provides services to people with disabilities can be made in writing, in person, e-mail, or telephone to *the Accessibility Coordinator*:

Name: Elsa Tesfay

Email: etesfay@pwrdf.org

Phone: 416 924 9192

Fax: 416 924 3483

Address: 80 Hayden St., Toronto, ON M4Y 3G2

*The Accessibility Coordinator* will respond either in writing, in person, e-mail or telephone acknowledging receipt of the feedback and will set out the action to be taken in response to any feedback. Any complaints about services provided to persons with disabilities will be addressed according to PWRDF's regular complaints management procedures.