



Young Adult
Mental Health

Stella's Place Accessible Customer Service Policy

Stella's Place is committed to diversity, inclusion and accessibility in everything that we do. Everyone in our organization will strive to provide accessible and equitable customer service in all customer interactions (in person, by phone and email, online and in social media spaces) to each and every person who wishes to find out about what we do at Stella's Place, access our services, partner with us in providing service, support us in our mission, or do business with us.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the AODA Integrated Accessibility Standards Regulation (IASR), Stella's Place and its employees will make every effort to provide people with disabilities the opportunity to access the same goods, information and services, in the same place and in a similar way as all other customers.

In providing customer service, Stella's Place will ensure that:

- Everyone will be treated with courtesy, made to feel welcome, and have their need for disability-related accommodation respected.
- Information, goods and services for persons with disabilities will be provided in a way that supports their independence while respecting their right to safety and personal privacy.
- Information, goods and services will be provided to persons with disabilities with the same attention to quality and timeliness that are provided to others.
- Information and services provided to persons with disabilities will be

integrated with regular communication and services whenever possible.

- When integrated service is not possible, alternate access to information or services will be provided to a person with a disability in a way that allows equal opportunity to obtain and benefit from information or services provided by Stella's Place.

Stella's Place is committed to upholding the principles of accessible customer service and will:

1. Communicate people with disabilities in ways that take into account their needs. Upon request, we will provide this policy and any other public documents or information in an alternative, accessible format or with communication support.
2. Allow people to use their own personal assistive devices to access our goods, obtain information, and use our services.
3. Allow people with disabilities to be accompanied by their guide dog or service animal, unless otherwise prohibited by law.
4. Permit people to be assisted by a support person while accessing our goods, information, facilities or services. Fees or admission charges to Stella's Place sponsored events will be waived for support persons.
5. Provide notice when facilities or services that people with disabilities rely on to access or use our goods, information or services are temporarily disrupted.
6. Train all Stella's Place employees and volunteers and any agents or partners involved in the provision of our goods, information or services in the general purpose and requirements of the AODA and in providing Accessible Customer Service.
7. Offer opportunities for people to give feedback on how we provide

goods, information or services to people with disabilities and have a process in place to address these complaints and concerns.

8. Modify or remove any Stella's Place policy or procedure that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities.

We welcome your feedback:

Stella's Place welcomes feedback about how our customer service approaches are meeting the needs of people living with various types of disabilities. Your comments and complaints will help us identify what barriers to service exist and what changes we should pursue to make Stella's Place more accessible.

Anyone who wishes to provide written feedback can fill out the Accessible Customer Service Feedback Form, in person or online. Feedback using this form can be given anonymously. If a response is requested, Stella's Place will respond within ten (10) business days. All feedback will be kept in confidence and will only be used to improve customer service.

General feedback about accessibility may be provided any time by phone, fax or email to:

Stella's Place Accessibility Officer
18 Camden Street,
Toronto ON,
M5V 1V1

Fax: 844-321-8486

Email: accessibility@stellasplace.ca

Phone: 416-461-2345