



Parks, Forestry and Recreation

Accessible Customer Service Standard

Public Guide

**Accessibility for Ontarians with
Disabilities Act (AODA)**

Revision 1: October 2016

Table of Contents

Section 1

City of Toronto AODA Customer Service Policy

- 1.1 City of Toronto Statement of Commitment to Creating an Accessible City
- 1.2 City of Toronto Implementation of Accessible Customer Service

Section 2

AODA Customer Service Principles

- 2.1 AODA Four Foundational Principles
- 2.2 AODA Accessibility Standards for Customer Service - Summary of Requirements

Section 3

Parks, Forestry and Recreation Accessibility Commitment – Providing Goods, Services and Facilities to People with Disabilities

- 3.1 Our Vision
- 3.2 Our Mission
- 3.3 Our Values
- 3.4 Our Commitment

Section 4

Parks, Forestry and Recreation Accessible Customer Service – Policies, Procedures and Practices

- 4.1 Communication
- 4.2 Telephone Services
- 4.3 Assistive Devices
- 4.4 Receipts and Invoices

- 4.5 Service Animals
- 4.6 Support Persons
- 4.7 Notice of Service Disruption
- 4.8 Training
 - 4.8.1 Staff
 - 4.8.2 Volunteers
 - 4.8.3 Contracted Agents
- 4.9 Feedback Process
 - 4.9.1 Feedback (General)
 - 4.9.1.1 Information Process Available
 - 4.9.2 Feedback (Complaints)
- 4.10 Notice of Availability and Format of Documents
- 4.11 Modifications to Policies
- 4.12 Questions about this Guide

Section 5

Methods for Sending Feedback to Parks, Forestry and Recreation

Feedback Process on the Accessible Provision of Goods Services and Facilities to People with Disabilities- Customer Service Forms

- Customer Service Comments
- Contact Information
- Customer Comments and/or Policy Requests

Please note an alternate method to provide feedback is available: Customer comments can also be given to staff over the phone or in person and staff will record.

Section 1

City of Toronto AODA Customer Service Policy

1.1 City of Toronto Statement of Commitment to Creating an Accessible City

Diverse communities and groups make up the population of Toronto. The City of Toronto values the contributions made by all its people and believes that diversity among its people has strengthened Toronto.

The City of Toronto is committed to building an inclusive society and providing an accessible environment in which all individuals have access to the City's services and programs in a way that respects the dignity and independence of people with disabilities.

The City of Toronto supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and will establish policies, practices and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment, the built environment and transportation.

The City of Toronto will continue to prevent barriers by designing inclusively and supporting positive attitudes that address "ableism" - attitudes which devalue and limit the potential of persons with disabilities.

In working towards its goals under this Statement, the City of Toronto is committed to meeting the requirements of existing legislation and to its own policies and goals related to the identification, removal and prevention of barriers to people with disabilities and becoming a barrier free city.

Toronto City Council, August 2009.

1.2 City of Toronto Implementation of Accessible Customer Service

Introduction

The City of Toronto strives at all times to provide equal treatment and equitable benefits of City services, programs and facilities in a manner that respects the dignity and independence of people with disabilities.

The City's Statement of Commitment to providing accessible customer service gives guidance to the delivery of City services to people with disabilities, in compliance with requirements of provincial legislation. (Accessibility Standards for Customer Service, O. Reg. 429/07 established under the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11.)

This Statement applies to all City employees, volunteers, and third party contractors who deal with the public on behalf of the City, and those who are involved in City policy and program development.

Assistive Devices

City employees, volunteers and third party contractors shall accommodate the use of personal assistive devices, which enable a person with a disability to access the City's services, programs and facilities. Assistive devices include and are not limited to: GPS, mobility devices, personal oxygen tanks, mini pocket recorder and communication boards (e.g. a Bliss board).

Assistive devices for access to specific services and programs shall be kept in good working order and the public shall be informed of their availability. Examples are: Assistive Listening Devices and FM Loop systems.

Service Animals

City employees, volunteers and third party contractors shall accommodate the use of service animals by people with disabilities who are accessing City services, programs and facilities unless the animal is otherwise excluded by law, such as food preparation areas as prohibited

by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.

A guide dog is defined in Section One of the Blind Persons' Rights Act. To be considered a service animal under the Customer Service Standard the person provides third party certification that their service animal has been trained to provide assistance that relates to that person's disability; or it is readily identifiable that the animal is used by the person for reasons relating to their disability; or the person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to their disability.

The definition of service animal reflects the fact that that service animals are not pets, and may be formally trained to provide assistance to a person with a disability. The term "readily identifiable" means that a service animal may be recognized through indicators or visual clues such as a vest or harness, without staff having to ask for a letter from a health professional.

Support Persons

Where a person with a disability accessing City services, programs or facilities is accompanied by a support person, City employees, volunteers and third party contractors shall ensure that both persons are permitted to enter the premises together and shall ensure that the person with a disability can access the support person while on the premises.

A support person is a person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services and facilities. The support person can be a paid support worker, volunteer, a friend or a family member.

An organization may require a support person to accompany a person with a disability for reasons of health and safety as follows:

- This would only occur where, after consultation with the person with a disability, requiring a support person is the only means to allow the person to be on the premises and at the same time fulfill the provider's obligation to protect the health and safety of the person with a disability and that of others (i.e. the health and safety risk cannot be eliminated or reduced by other means); and

- Any considerations on protecting health and safety must be based on specific evidence and not on assumptions.

Communication

When communicating with a person with a disability, City employees, volunteers and third party contractors shall do so in a manner that respects the person's disability.

Notice of Service Disruption

If there is a temporary disruption in the availability of services, programs and facilities used by persons with disabilities (e.g., temporary loss of elevator service), the City shall notify the public of the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. Such notice may be provided by a variety of methods, depending on the circumstances, and may include postings in conspicuous places at the affected premises, other City facilities, and the City's website (www.toronto.ca), as well as by other means that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

Training

The City of Toronto shall ensure that City employees, volunteers, and third party contractors who deal with the public on behalf of the City, and those who are involved in City policy and program development receive training on accessible customer service.

Training includes information on the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the requirements of the Accessibility Standards for Customer Service, O. Reg. 429/07. Managers and supervisors shall ensure that training records are maintained, including dates when training is provided and the number of employees who received training.

Customer Service training can take various forms as a part of an orientation; or a separate training program. The training can be provided through handouts at an orientation session, a mandatory online module, in a classroom setting, or through other formats.

Training must be provided to:

- All employees, and volunteers;
- All people who participate in developing the organization's policies; and
- All other people who provide goods, services or facilities on behalf of the organization;
- Every person must be trained as soon as practicable;
- Organizations must provide training on any changes to its accessibility policies on an ongoing basis.

Feedback

The City of Toronto shall ensure that every area that interacts directly with the public develops and publishes a process for receiving and responding to feedback about how services and programs are delivered to people with disabilities.

City of Toronto will ensure that the feedback process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports on request. Feedback received by the City of Toronto will be responded to, documented and tracked.

Documentation

Documentation that describes this Statement and accessibility requirements shall be maintained on the City's website (www.toronto.ca) and provided to individuals, upon request, in the appropriate format.

Responsibilities

The City Manager's Office is responsible for reviewing this Statement and accessibility requirements annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

The City Manager's Office shall provide advice and direction on the implementation of this Statement.

Legislative and administrative authorities

- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005.
- Accessibility Standards for Customer Service, O. Reg. 429/07.
- Human Rights Code, R.S.O. 1990, c. H.19.

Compliance Resources: Accessibility Standards for Customer Service, Ontario Reg. 429/07; Accessibility Directorate of Ontario

- Compliance Manual, October 2008.
- Guide to the Accessibility Standards for Customer Service, O. Reg. 429/07, January 2008.
- Training Resource, February 2009.

Section 2

AODA Customer Service Principles

2.1 AODA Four Foundational Principles

When developing or revising a policy and/or procedures that will affect the delivery of service, the following four principles will be incorporated:

- **Dignity:**
Service is provided in a way that allows a person with a disability to maintain self-respect and the respect of other people.
- **Independence:**
Service is provided in a way that allows a person with a disability to do things on their own without unnecessary help or interference from others.
- **Integration:**
Service is provided in a way that allows a person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable a person with a disability to access goods services and facilities.
- **Equal Opportunity:**
Service is provided in a way that allows a person with a disability the opportunity to access your goods or services in a way that is equal to that given to others.

The City of Toronto has an obligation under the Ontario Human Rights Code as well as under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) to ensure that service provided by the City is accessible to people with disabilities. While this legislation affects the corporation as a whole, each Division is also individually responsible for ensuring that they comply with the Act, including the provision of policies, delivering training to all staff and record keeping of policies and training.

2.2 AODA Accessibility Standards for Customer Service - Summary of Requirements

- Establish policies on providing goods, services and facilities to people with disabilities.
- Set a policy on allowing people to use their own personal assistive devices to access goods and use services and about any other measures the City of Toronto offers (assistive devices, services, or methods) to enable access to goods and use of services.
- Use reasonable efforts to ensure that policies are consistent with the core principles of independence, dignity, integration and equality of opportunity.
- Communicate with a person with a disability in a manner that takes into account his or her disability.
- Train staff, volunteers, contractors and any other people who interact with the public or other third parties on a number of topics as outlined in the customer service standard.
- Train staff, volunteers, contractors and any other people who are involved in developing policies on the provision of goods, services and facilities on a number of topics as outlined in the customer service standard.
- Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises owned or operated that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
- Permit people with disabilities who use a support person to bring that person with them while accessing goods, services and facilities in premises open to the public or third parties.
- Provide notice when facilities or services that people with disabilities rely on to access or use goods, services and facilities are temporarily disrupted.
- Establish a process for people to provide feedback on goods, services and facilities are provided to people with disabilities and how the organization will respond to any feedback and take action on any complaints. Make the information about this feedback process readily available to the public.

Additional requirements for designated public sector organizations (or other obligated organizations with 20 or more employees):

- Document in writing all the policies for providing accessible customer service and meet other document requirements set out in the standard.
- Notify customers that documents required under the customer service standard are available upon request.
- When giving documents required under the customer service standard to a person with a disability, provide the information in a format that takes into account the person's disability.
- Consult with the person making the request to determine the suitability of an accessible format or communication support. The accessible format or communications support must be provided in a timely manner and at a cost that is no more than the regular cost charged.

See Section 4 for the detailed information on the Requirements of Customer Service.

Section 3

Parks, Forestry and Recreation Accessibility Commitment – Providing Goods, Services and Facilities to People with Disabilities

3.1 Our Vision

Toronto is a vibrant city offering safe, welcoming and well-maintained parks and trails, a sustainable and expanding urban forest, and quality recreation facilities and programs supporting diverse needs for active, healthy lifestyles and engaged communities.

3.2 Our Mission

To improve the quality of life of Toronto's diverse communities by providing safe, beautiful parks, a healthy, expanding urban forest, and high quality, community focused recreational experience.

Parks, Forestry and Recreation's Service Plans detail the strategies and actions to better serve residents in the years ahead. Individual plans were developed for the Parks, Forestry and Recreation Branches. They were developed following community consultation, with the benefit of expert advice from PFR staff, and were approved by City Council. These plans explain the types of services to be provided in future years, and their intended benefits. The Parks Plan explains the changes to be made to improve people's enjoyment of our green spaces; the Strategic Forestry Management Plan explains the benefit of growing our tree canopy; and the Recreation Service Plan explains the importance of outreach and inclusion to better meet the needs of residents.

3.3 Our Values

Our programs and services will be welcoming and accessible. We will accommodate special needs; promote equity for all, regardless of age, culture, ethnicity, language, gender, or sexual orientation. We will create the kind of social climate in which everyone can flourish.

We will support and honour achievement promoting our values: inclusion, respect, diversity, health, environmental stewardship, innovation, openness, excellence.

We will use all available means to inform residents about programs and services and respond to needs and concerns in an open, forthright and timely manner.

3.4 Our Commitment

In fulfilling our mission, the Parks, Forestry and Recreation Division strives at all times to provide its goods, services and facilities in a way that respects the dignity and independence of people with disabilities. The Division is also committed to providing people with disabilities equal opportunity to access and benefit from goods, services and facilities.

One example of the Division's commitment can be seen through our Adapted and Integrated recreation staff within the Community Recreation Branch where they provide support to people with disabilities in the following ways:

- Encourage full participation from community, family and individuals
- Invite inquiries and referrals from parents, agencies, organizations and staff
- Learn about abilities interests and any concerns people may have through telephone calls, and or visits within the community
- Help to find suitable activities of choice
- Assist people by contacting staff when needed
- Promote better understanding and awareness of integration and inclusion
- Act as a recreational and leisure resource centre
- Provide initial support to individual/family or staff when needed
- Supply training or resources to staff when required
- Educate and encourage individuals to maximize their potential in a recreational setting
- Welcome everyone to participate regardless of ability to pay – "Welcome Policy"

Section 4

Parks, Forestry and Recreation Accessible Customer Service – Policies, Procedures and Practices

The Parks, Forestry and Recreation Division is committed to excellence in serving all customers, which includes people with disabilities. Our functions and responsibilities, as identified in the Accessibility for Ontarians with Disabilities Act, Accessible Customer Service Standard, are outlined below:

4.1 Communication

- We will communicate with people with disabilities in a respectful manner that takes into account their disability.
- We will train staff who communicate with customers on how to interact and communicate with people with various types of conditions (see 4.8 for training outline of requirements).

4.2 Telephone Services

- We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with customers by e-mail, Teletypewriter (TTY) or Bell Relay services if telephone communication is not suitable to their communication needs, or is unavailable.

4.3 Assistive Devices

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

- We will also ensure that designated staff know how to use assistive devices that are available to our customers, on our premises, such as: pool lift chairs, aquatic chairs, skating sledges, and skate mates.

4.4 Receipts and Invoices

- We are committed to providing accessible invoices to all of our customers. For this reason, receipts and invoices will be provided in the following formats upon request: hard copy, large print, e-mail, Braille.
- We will answer any questions that our customers may have about the content of their invoice or receipt in person, by telephone or by e-mail.

4.5 Service Animals

- We are committed to welcoming and accommodating people with disabilities that are accompanied by a service animal on City premises that are open to the public, unless the animal is excluded by law, such as in food preparation areas.
- If the animal is excluded by law from City premises, we will ensure other measures are available to enable the person with a disability to access goods, services and facilities. Staff will explain why the animal is excluded and determine what other arrangements can be made, such as accompany the person with a disability, or arrange for another person to accompany the person with a disability and secure the service animal in a safe area.
- When serving two customers that have different needs, such as serving a customer that has a service animal and a customer that has an allergy to animals, staff will discuss the situation with both customers and make every effort to meet the needs of both individuals.
- We are committed to ensuring that staff, active volunteers and other representatives of the Division that interact with the public are trained on how to interact with people with disabilities that are accompanied by a service animal.

- An animal would be defined as a service animal if:
 - The person provides third party certification that the service animal has been trained to provide assistance that relates to that person's disability; or
 - It is readily identifiable that the animal is used by the person for reasons relating to their disability; or
 - The person provides documentation from a regulated health professional confirming that that person requires the animal for reasons relating to their disability.

4.6 Support Persons (please also refer to page 6)

- In some instances, the Parks, Forestry and Recreation Division may require a person with a disability to be accompanied by a support person to protect the health or safety of the person with the disability or the health or safety of others on the premises.
 - Examples of support persons may be:
 - Friend, family member or caregiver
 - Support person from an agency
 - Volunteer
- Staff is committed to welcoming and accommodating people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.
- Appropriate behaviour will be expected of a support person just as it is of all customers. It is expected that support persons will provide the necessary support to the person with a disability and not be distracted or inaccessible while in this role.
- If a support person is required by a person with a disability, for health or safety reasons, to participate in programs, services, events or functions, the admission fee or fare for the support person will be waived, if one exists.

4.7 Notice of Service Disruption

- Parks, Forestry and Recreation staff will provide customers with notice in the event of a disruption (whether planned or unplanned) in the facilities or services typically used by people with disabilities.

- Some examples include: temporary loss of elevator service, renovations to accessible washrooms, automatic door openers not working, ramps under repair or not de-iced, TTY services not working, etc.
- Notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if any, that are available.
 - The notice may be provided through a variety of methods. These methods may include, but are not limited to: hardcopy posting in obvious places at the affected location; posting notification at other relevant Parks, Forestry and Recreation facilities; phone recording; announcement over PA systems; electronic (visual) boards; and/or posting on the Division's website: www.toronto.ca/parks

4.8 Training

Training must be provided:

- To all employees, and volunteers
- To all people who participate in developing the organization's policies
- To all other people who provide goods, services or facilities on behalf of the organization
- As soon as practicable to every person in the organization
- When there are any changes to accessibility policies and on an ongoing basis

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 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.

- How to use the equipment or devices available on our premises that may help with the provision of goods, services and facilities to people with disabilities, such as TTY, wheelchair lifts, etc.
- What to do if a person with a disability is having difficulty in accessing Parks, Forestry and Recreation's goods, services and facilities.
- Policies relating to the Customer Service Standard.

Records of training will be kept by the Division and will include information related to training dates, and materials covered, number of employees who received training, along with other pertinent details.

4.8.1 Staff

Training is provided to all divisional staff who interact with members of the public or other third parties.

Training is also provided to any staff who participates in developing Parks, Forestry and Recreation's policies that govern the provision of goods, services and facilities to members of the public or other third parties.

Staff will also be trained on an ongoing basis when changes are made to the policies governing the provision of goods, services and facilities to people with disabilities.

Designated staff who work with or come in contact with people who have disabilities, on a regular basis, will receive additional training on specific topics related to serving people with disabilities.

4.8.2 Volunteers

Volunteers who interact with members of the public or third parties on behalf of the Division must be trained on the Accessibility for Ontarians with Disabilities Act, Customer Service Standard. Training will be done during seasonal orientations and/or events and will be conducted through a variety of methods.

4.8.3 Contracted Agents

In situations where Parks, Forestry and Recreation contracts out all or some of its business, and where the agents have any potential to be viewed as doing City business, then the Division must ensure that the contracted agents will be responsible for completing their own training on the Accessible Customer Service Standard and maintaining staff training records in case the contracted business is asked to produce them.

4.9 Feedback Process

Comments from the public on our services regarding how well expectations are being met are both welcomed and appreciated.

Feedback regarding the way Parks, Forestry and Recreation provides goods, services and facilities to people with disabilities can be made in person, by telephone, in writing, or by e-mail, or through forms called Customer Service Comment forms (see Section 5).

Parks Forestry and Recreation will ensure that the feedback process is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports on request, in a timely manner, and at a cost that is no more than the regular cost charged.

4.9.1 Feedback (General)

Feedback received has been tracked and responded to through the Office of the Advocate for People with Disabilities, since November 2011 by email and phone calls or by visits to facilities.

When feedback is received at the facility level, it will be documented and tracked at the facility level in the overall divisional tracking system.

4.9.1.1 Information Process Available

Information regarding the feedback process must be readily available to the public. A sign/notice could be posted in facilities or included on the Parks Forestry and Recreation website.

4.9.2 Feedback (Complaints)

Complaints will be addressed according to City of Toronto, Parks, Forestry and Recreation's complaint procedures. Customers can expect to hear back an acknowledgement within two business days.

Customers can request information about our complaint process, and will find it posted on our public site at: <http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=6dd1dada600f0410VgnVCM10000071d60f89RCRD&vgnextfmt=default>, or alternatively, if access to a computer is not possible, you may request this information from staff.

4.10 Notice of Availability and Format of Documents

When communicating with a person with a disability, Parks Forestry and Recreation will do so in a manner that takes into account the person's disability. Staff will consult with the person making the request to determine the suitability of an accessible format or communication support.

4.11 Modifications to Policies

Any changes to this policy, and any other Parks, Forestry and Recreation policy that affects members of the public, will be made with consideration to the impact on people with disabilities. All divisional policies will be reviewed and modified, where necessary, to ensure that they respect and promote the dignity and independence of people with disabilities.

4.12 Questions about this Guide

This guide exists to achieve service excellence to customers with disabilities.

If anyone has a question about this guide, or if the purpose of it is not understood, an explanation can be provided by or obtained from the Parks, Forestry and Recreation Advocate for People with Disabilities office, by e-mail ais@toronto.ca or by calling 416-394-2732. Alternate formats may also be made available.

Section 5

Methods for Sending Feedback to Parks, Forestry and Recreation

Feedback Process on the Accessible Provision of Goods Services and Facilities to People with Disabilities - Customer Service Forms

- Customer Service Comments
- Contact Information
- Customer Comments and/or Policy Requests

Alternate Format

Please note an alternate method to provide feedback is available: Customer comments can also be given to staff over the phone or in person and staff will record. Customers may call 311 and ask for the PFR staff who can record your comments on the Record of Customer Comment form.



Accessible Customer Service Comments

Feedback process on the accessible provision of goods services and facilities to people with disabilities

Thank you for visiting, obtaining services and/or registering in programs offered through the Parks, Forestry and Recreation Division. We value all of our customers and strive to improve accessibility for our customers with disabilities.

We would like to hear your comments, concerns and suggestions about the goods, services and facilities you have experienced. Please complete the questionnaire below and return it to the location listed at the bottom of this form. Your feedback will assist Parks, Forestry and Recreation with providing and improving goods, services and facilities to people with disabilities.

1. Date, time and location of your visit/contact:

2. Purpose of your visit/contact with Parks Forestry and Recreation

3. Did we respond to your customer service needs?

Yes No (please explain below)

4. Was our customer service provided to you in an accessible manner?

Yes Somewhat (please explain below) No (please explain below)

Accessible Customer Service Comments

5. Did you have any problems accessing our goods, services and facilities?

Yes (please explain below) Somewhat (please explain below) No

6. Please add any other comments you may have about Parks, Forestry and Recreation goods, services and facilities:

7. Would you like to be contacted by staff to discuss your comments further?

Yes No

If you would like us to follow up with you regarding your feedback, please provide your contact information (optional):

Contact Information

First Name		Last Name	
Street Number	Street Name		Suite/Unit Number
City		Province	Postal Code
Telephone Number		Mobile Number	

Thank you for taking the time to complete this questionnaire!

Please submit this completed form to Toronto Parks Forestry and Recreation staff who will forward it to their Supervisor or Manager for action and response, or:

By mail: City of Toronto Parks Forestry and Recreation
 100 Queen Street Floor 4 West Tower
 Toronto ON M5H 2N2

Notice of Collection

Parks, Forestry and Recreation collects personal information on this form under authority of the City of Toronto Act, S.O. 2006, Chapter 11, Schedule A, s. 136(c) and the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, Chapter 11, s. 6 (6). The information is used by Parks Forestry and Recreation to evaluate whether service was provided in a manner consistent with accessibility standards. Questions about this collection can be directed to: Advocate for People with Disabilities, Etobicoke Civic Centre, 399 The West Mall, Etobicoke, M9C 2Y2, Telephone: 416-394-8532



**FEEDBACK PROCESS ON THE ACCESSIBLE PROVISION OF
GOODS SERVICES AND FACILITIES TO
PEOPLE WITH DISABILITIES**

CONTACT INFORMATION

Dear Valued Customer,

We strive to improve accessibility for our customers with disabilities. We would like to hear your comments, questions and suggestions about the provision of our goods, services and facilities to people with disabilities. Please contact the Parks, Forestry and Recreation Division's Customer Service office in one of the following ways:

In Person:

Toronto City Hall
100 Queen Street West, Main Floor

Etobicoke Civic Centre
399 The West Mall, Main Floor

Scarborough Civic Centre
150 Borough Drive, 5th floor

North York Civic Centre
5100 Yonge Street, 3rd floor

By mail:

Toronto City Hall
100 Queen Street West, Main Floor
Toronto, Ontario M5H 2N2
Attention: Supervisor
Customer Service

Etobicoke Civic Centre
399 The West Mall
Etobicoke, Ontario M9C 2Y2
Attention: Supervisor
Customer Service

Scarborough Civic Centre
150 Borough Drive, 5th floor
Scarborough, Ontario M1P 4N7
Attention: Supervisor
Customer Service

North York Civic Centre
5100 Yonge Street, 3rd floor
North York, Ontario, M2N 5V7
Attention: Supervisor
Customer Service

By email: parks@toronto.ca

By Phone: 311

Thank you,
Management

Forms are available in alternative formats upon request



**FEEDBACK PROCESS ON THE ACCESSIBLE
PROVISION OF GOODS, SERVICES AND FACILITIES TO
PEOPLE WITH DISABILITIES**

CUSTOMER COMMENTS AND/OR POLICY REQUESTS

Dear Valued Customer,

We strive to improve accessibility for our customers with disabilities. We welcome your feedback. To share your comments, questions or suggestions, or to request a copy of our accessibility policy, please contact Parks, Forestry and Recreation by calling **311** or by sending us an e-mail at: parks@toronto.ca

Thank you,

Management.