



## **Associated Toronto Taxi-Cab Co-operative Limited (A.T.T.C.L.) (a.k.a. CO-OP Cabs / Crown Taxi)**

### **Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard**

#### **A.T.T.C.L. – AODA CUSTOMER SERVICE STANDARD**

This Customer Service Standard is intended to meet the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and applies to the provision of goods and services to the public or other third parties in a way that is consistent with the principles of independence, dignity, integration and equal opportunity.

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#### **1. Our Mission**

In keeping with the Co-operative spirit in which it was founded and as an industry leader, Associated Toronto Taxi-Cab Co-operative Limited (A.T.T.C.L.) is committed to providing the best of taxi-cab service to its customers while returning the maximum benefits of ownership to its members and associates.



## **2. Our Commitment**

Associated Toronto Taxi-Cab Co-operative Limited (CO-OP Cabs/Crown Taxi) is committed to applying the principles and guidelines of the AODA. In fulfilling our mission, CO-OP Cabs/Crown Taxi strives at all times to provide services in a way that respects the dignity and independence of people with disabilities. CO-OP Cabs/Crown Taxi will use reasonable efforts to ensure its policies, practices and procedures are consistent with the spirit and requirements of the Customer Service Standard. We are also committed to giving people with disabilities equal opportunity to access our services and benefit from them, in the same or similar way as other customers.

## **3. Providing goods and services to people with disabilities**

CO-OP Cabs/Crown Taxi strives to provide service excellence to all its customers including people with disabilities. This will be accomplished through:

### **a) Our Mission**

We will provide services that take into account the various needs of people with disabilities.

CO-OP Cabs/Crown Taxi staff and new drivers will be trained on the most effective and efficient ways to communicate and provide services to people with disabilities.

### **b) Telephone Services**

CO-OP Cabs/Crown Taxi will train its Call Centre Staff to communicate with customers over the telephone using clear, concise and plain language.

### **c) Assistive Devices**

CO-OP Cabs/Crown Taxi is committed to providing service excellence to people with disabilities who use assistive devices. Our staff and new drivers will be familiar with the most common assistive devices and trained to take these devices into account in service delivery.

### **d) Engaging Customer Service**

CO-OP Cabs/Crown Taxi staff and drivers will be proactive, engaging with customers, to determine specific service needs and requirements for people with disabilities. Service delivery will be customized to meet these specific needs.



#### **4. Use of services animals and support persons**

CO-OP Cabs/Crown Taxi welcomes people with disabilities who are accompanied by a service animal. CO-OP Cabs/Crown Taxi staff and new drivers will be trained on the appropriate protocols in providing service to people with disabilities who are accompanied by a service animal.

In the event that a CO-OP Cabs/Crown Taxi staff or driver is allergic to animals, alternative arrangements will be provided by assigning the service delivery to a staff or driver who lacks allergies to animals.

(A “guide dog” is a dog trained as a guide for a blind person and having the qualifications prescribed by the Regulations under the Blind Persons’ Rights Act.)

(An animal is a “service animal” for a person with a disability if it is readily apparent that the animal is used by the person for reason relating to their disability or if the person provides a letter from a physician or a nurse confirming that the person requires the animal for reasons relating to the disability.)

CO-OP Cabs/Crown Taxi welcomes people with disabilities who are accompanied by a support person. CO-OP Cabs/Crown Taxi recognizes a support person as a vital resource to a person with disabilities. To the extent indicated by the person with disabilities, CO-OP Cabs/Crown Taxi will work with the support person in customizing its service delivery.

(A “support person” is a person who accompanies a person with a disability to help *with communication, mobility, personal care, medical needs or with access to goods and/or services.*)

#### **5. Notice of temporary disruption to service**

CO-OP Cabs/Crown Taxi will post notice of the service disruption on premises in the area where the service disruption has occurred.

A notice may inform customers of the service disruption by means of recorded message, posting on CO-OP Cabs/Crown Taxi website or other reasonable means based on the circumstances.

For a sample of Notice of Temporary Disruption, see Appendix “A”.



## 6. Training for Staff and Drivers

CO-OP Cabs/Crown Taxi will provide training as required under the AODA to all CO-OP Cabs/Crown Taxi staff and new drivers to whom this policy applies, as well as, to those persons charged with developing this policy and related procedures and practices. In support of sustainment of this Standard, training will be provided to all newly hired staff and drivers.

Training will include:

- A review of the purposes of the AODA and requirements of the Customer Service Standard;
- Instruction on how to interact and communicate with customers with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices;
- Instruction on interaction with people with disabilities accompanied by service animals and/or support persons;
- Instruction on what to do if a person with disabilities is having difficulty accessing services;
- Instruction on the content and requirements of CO-OP Cabs/Crown Taxi policies, practices and procedures relating to the Customer Service Standard.

Updated training will be provided to CO-OP Cabs/Crown Taxi staff on an ongoing basis when changes are made to these policies, practices and procedures.

Records of training provided to staff and drivers, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the AODA.

## 7. Feedback process

CO-OP Cabs/Crown Taxi is committed to service excellence. To ensure continuity in service excellence, CO-OP Cabs/Crown Taxi welcomes feedback which can be used to review and improve service delivery.

Feedback regarding CO-OP Cabs/Crown Taxi provision of goods and/or services to customers with disabilities can be made by: website at <http://www.co-opcabs.com/>, phone at (416) 504-4016 ext. 236, in writing to Barb Whitehurst, Associated Toronto Taxi-Cab Co-operative Limited (CO-OP Cabs/Crown Taxi), 130 Rivalda Road, Toronto, ON, M9M 2M8, and/or in person to Management or by another method.

Responses will be provided within thirty days of receipt.



## **8. Modifications to this policy**

CO-OP Cabs/Crown Taxi is committed to developing and updating customer service policies that recognize and support the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

## **9. Availability of this policy**

A PDF copy of CO-OP Cabs/Crown Taxi Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Standard is available through the link at the end of this page. A hard copy of the Customer Service Standard is also available for pick up at our head office located at 130 Rivalda Road, Toronto, ON, M9M 2M8, or by calling (416) 504-4016 ext. 236.



## APPENDIX "A"

### **Sample Document for Notifying the Public about Temporary Disruptions:**

Date

Dear Customers,

Our dispatch service is temporarily out of service due to technological difficulties. A service person will be on the premises shortly to fix it. In the interim, for those with iPhones, our CO-OP app can be used to order a taxicab. The CO-OP app is available for free download at <https://itunes.apple.com/ca/app/co-op-cabs/id683558637?mt=8>

We apologize for any inconvenience. If you have questions or concerns, please speak with Management.

Thank you.

Management

### **Sample Document for Notifying the Public about Temporary Disruptions:**

Date

Dear Customers,

Our accessible washroom is out of service due to a broken pipe. A repair person will be on the premises tomorrow to fix it. We apologize for any inconvenience. If you have questions or concerns, please speak with Management.

Thank you.

Management