



Accessible Customer Service Plan

Objective

Funmazing Playcentre is committed to excellence in serving all customers including people with disabilities by providing a respectful and inclusive environment.

Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from our goods or services through the use of their assistive devices. Assistive devices are permitted at all times by customers with disabilities.

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability, needs and circumstances.

Staff will be trained on how to interact and communicate with people with various types of disabilities in order to ensure that all communication is responsive and effective.

All communication shall be provided in a manner that respects the dignity and independence of persons with disabilities.

Service Animals

We welcome people with disabilities and their service animals.

Staff will be trained on how to interact with customers who are accompanied by a service animal.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have the support person accompany them on our premises.

No fee will be charged for support persons.

Training

We will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the

development of policies, plans, practices and procedures related to the provision of our goods and services.

Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- Funmazing Playcentre's policy related to 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 and play items available on site including the play structure, plasma cars, soft blocks and the crooked house.
- What to do if a person with a disability is having difficulty in accessing our goods and services.

Staff will also be trained when changes are made to our accessible customer service plan.

Overall

Our goal is for all children to have a fun and safe time at Funmazing Playcentre.

Our general Rules Policy is available at Funmazing.ca and posted at the front desk of the establishment.

Special accommodations are made for individuals with special needs in order to allow them to enjoy the use of our facility. These vary from case to case including but not limited to:

- I. Shoes: if required for mobility reasons, shoes are allowed in the facility. For use of the slides within the play structure, we will provide special shoe covers that must be worn for safety reasons, as they provide the appropriate surface that allows to properly slide down.
- II. Staff may be asked to provide assistance.

Feedback Process

Persons who wish to provide feedback on the way that we provide goods and services to people with disabilities can provide feedback by communication with us in a manner they deem most convenient to them including in person, in writing, by email or another method.

Responses to feedback are not mandatory. If a person submits a concern and provides contact information we will follow up with them in a timely manner to address the feedback.

Notice of Service Disruption

If there is a planned or unexpected disruption to services or facilities for customers with disabilities we will notify customers by clearly posted notice at our facility and on our website which will include information about the reason for the disruption, its anticipated length of time and a description of alternative facilities if applicable.

Notice of availability

Funmazing Playcentre will make available our Accessible Customer Service Plan on our website. A copy will also be available for customers at the facility.

Modifications to this or other policies

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