



MakeWay's Accessible Customer Service Plan

This accessibility plan covers MakeWay Foundation and MakeWay Charitable Initiatives, collectively called MakeWay.

MakeWay is committed to the principles of dignity, independence, integration and equal opportunity. By identifying and removing barriers to participation for people with disabilities, we can help to create a country, and an organization, where every person can fully participate.

Communicating with a Person with Disabilities

The staff at MakeWay will take a person's disability into account when communicating with the individual.

Assistive Devices

MakeWay will ensure that our workers (staff, volunteers, contractors) will be familiar with various assistive devices that may be used by people with disabilities.

Service Animals

MakeWay welcomes people with disabilities who are accompanied by a trained, accredited service animal. A service animal may accompany a person with a disability on our premises.

Support Persons

If a person with a disability is accompanied by a support person, MakeWay will ensure that both persons are allowed to enter the premises together and that the person with the disability is not prevented from having access to the support person.

If you are charging admission to an event, admission fees should not be charged for the support person.

In situations where confidential information might be discussed, consent will be obtained from the person with the disability prior to any conversation where confidential information might be discussed in front of the support system.

Toronto
makeway.org
832 College St.
1.866.843.3722
Toronto, ON M6G 1C8

Vancouver
400-163 West Hastings St.
Vancouver, BC V6B 1H5

Yellowknife
300-4902 49 St.
Yellowknife, NT X1A 2P8



Temporary Disruption

In the event of a temporary disruption affecting accessibility to a MakeWay office or event, all reasonable efforts will be made to provide advance notice. This notice will be clearly posted and include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available.

The notice will be communicated as appropriate for the circumstance, for example, placed on the relevant web site, or, communicated directly to a person with a disability with whom a meeting is scheduled and in a manner appropriate for the disability. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Training for Staff

MakeWay will provide training to workers (staff, volunteers, contractors) to ensure they are familiar with appropriate ways to interact and communicate with persons with various types of disabilities.

This training will be provided via a power point presentation to workers as part of their onboarding process. The training will review MakeWay's Accessibility Policy and will teach workers how to:

- Communicate with people with different types of disabilities and examples of what to do if a person with a disability may have trouble communicating with a MakeWay representative
- Interact with people who use Assistive Devices.
- Interact with people who use a Guide Dog or other Service Animal.
- Interact with people accompanied by a Support Person.
- Provide and use alternate formats for materials and publications. Further training will be provided when any changes are made to existing policies and/or training and as new policy and training requirements arise.

Posting of Documents

MakeWay will post its Accessibility Policy and Plan at <http://makeway.org/about-us/policies/>. They can also be made available upon

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request and in a format that takes into account a person's disability. They will also be posted in a conspicuous place at any MakeWay premises accessed by the public.

Feedback Process

Feedback regarding the way MakeWay has interacted with a person with a disability is welcome and appreciated. Feedback may be made verbally (in person or by phone), in writing (by letter or by email) or via the MakeWay's [Feedback Policy](#).

Anyone providing feedback to MakeWay will receive acknowledgement of their feedback along with any resulting action relating to the submitted concern or complaint in accordance with the Feedback Policy.

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