



Customer Service Policy

Providing Goods and Services to Individuals with Disabilities

1. Our mission

The mission of CN Tower is to apply the principles and guidelines set out in the Accessibility for Ontarians with Disabilities Act 2005 (“AODA”) with respect to its operations and offices in Ontario, including the Customer Service Regulation, when dealing with persons of the public that may or may not have a visible disability.

2. Our commitment

In fulfilling its mission, the CN Tower strives to provide its goods and services in a way that respects the dignity and independence of individuals with disabilities. It is also committed to giving individuals with disabilities the same opportunity to access the Tower’s goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and services to individuals with disabilities

CN Tower is committed to excellence in serving all customers including individuals with disabilities and will carry out functions and responsibilities in the following areas:

3.1 Communication

The Tower will communicate with individuals with disabilities in ways that take into account their disability.

Staff and volunteers who communicate with customers will be trained on how to interact and communicate with individuals with various types of disabilities.

3.2 Telephone services

The Tower is committed to providing fully accessible telephone service to customers. Staff and volunteers will be trained to communicate with customers over the telephone in plain language and to speak clearly and slowly.

The Tower will offer to communicate with customers by e-mail, TTY public phones if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

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

The Tower will also ensure that staff and volunteers know how to use the following assistive devices available for customers on its premises: Such devices include wheelchairs and lift systems, and the instructions for using such devices are outlined in the Standard Operating Procedures.

3.4 Billing

The Tower is committed to providing accessible invoices to all of its customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail.

The Tower will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

4. Use of service animals and support persons

The Tower is committed to welcoming individuals with disabilities who are accompanied by a service animal on the parts of the premises that are open to the public and other third parties. Staff, volunteers and others dealing with the public are properly trained on how to interact

with individuals with disabilities who are accompanied by a service animal.

The Tower is committed to welcoming individuals with disabilities who are accompanied by a support person. Any individual with a disability who is accompanied by a support person will be allowed to enter CN Tower's premises with his or her support person. At no time will an individual with a disability who is accompanied by a support person be prevented from having access to his or her support person while on its premises.

Fees will not be charged for support persons for admission to CN Tower's premises. Customers will be informed of this by a notice that will be posted on CN Tower's premises and on its website.

5. Notice of temporary disruption

CN Tower will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by individuals with disabilities. This notice will 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 placed at all public entrances, service counters on our premises and website if necessary.

6. Training for staff

The CN Tower will provide training to all employees, volunteers, contractors, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained: [no roles listed]

This training will be provided during the initial orientation prior to staff commencing their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with individuals with various types of disabilities

- How to interact with individuals with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use wheelchairs and lift systems
- What to do if an individual with a disability is having difficulty in accessing CN Tower's goods and services
- CN Tower's policies, practices and procedures relating to the customer service standard.

Staff and volunteers will be trained on policies, practices and procedures that affect the way goods and services are provided to individuals with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback process

The ultimate goal of the CN Tower is to meet and surpass customer expectations while serving customers with disabilities. Comments on services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the CN Tower provides goods and services to individuals with disabilities, and on the feedback process itself, can be made verbally, in writing, or by email through the website. All feedback will be directed to Acting Director, Attractions. Customers can expect to hear back within three (3) business days.

8. Modifications to this or other policies

The CN Tower is committed to developing customer service policies that respect and promote the dignity and independence of individuals with disabilities. Therefore, no changes will be made to this policy before considering the impact on individuals with disabilities.

Any CN Tower policy that does not respect and promote the dignity and independence of individuals with disabilities will be modified or removed as necessary.

9. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation

should be provided by, or referred to, Acting Director, Attractions of CN Tower at accessibility@cntower.ca or 416-868-6937