

# ACCESSIBLE CUSTOMER SERVICE POLICY

## OVERVIEW

The Liberal Party of Canada is committed to ensuring that all Canadians can participate in our democracy, and that includes working to ensure full compliance with current and ongoing requirements established by the Integrated Accessibility Standards Regulation (IASR), under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

## PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

The Liberal Party of Canada will use all reasonable efforts to ensure that our services are provided in a manner that respects the dignity and independence of persons with disabilities.

## COMMUNICATION

The Liberal Party of Canada, when communicating with a person with a disability, will do so in a manner that takes into account the person's disability.

## ASSISTIVE DEVICES

Persons with disabilities may use their personal assistive devices when accessing our services or facilities. We will ensure that all employees are trained and familiar with various assistive devices we have on site or that we provide that may be used by persons with disabilities while accessing our services or facilities.

## SERVICE ANIMALS

The Liberal Party of Canada welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and at all public events hosted by the Liberal Party of Canada.

## SUPPORT PERSONS

The Liberal Party of Canada welcomes people with disabilities who are accompanied by a support person while accessing our services and facilities. Any person with a disability who is accompanied by a support person will be allowed to enter Liberal Party of Canada premises with their support

person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on our premises.

Any person with a disability may be accompanied by a support person at events hosted by the Liberal Party of Canada at no additional cost.

## NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services or facilities, notice will be provided on the Liberal Party of Canada website. This notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice of service disruption will read as follows:

*We are currently experiencing technical difficulties. Service will be restored as soon as possible. We apologize for any inconvenience this has caused. If you have any additional concerns regarding this, please do not hesitate to contact us using any of the following means:*

Phone: 1-888-LIBERAL (1-888-542-3725)

Email: [assistance@liberal.ca](mailto:assistance@liberal.ca)

The notice will be made publicly available on our contact page at:

<http://www.liberal.ca/contact/>

## TRAINING

The Liberal Party of Canada provides accessible customer service training to employees and volunteers acting on behalf of the Party. Training is also provided to every person participating in the development of Liberal Party of Canada policies, practices and procedures.

The Liberal Party of Canada requires employees to complete the following training sessions within 90 days of employment:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
- The Liberal Party of Canada's plan 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 or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Liberal Party of Canada's goods and services.

Completion of training of all employees is tracked and recorded.

Employees will also be trained when changes are made to our accessible customer service policies.

## FEEDBACK PROCESS

The Liberal Party of Canada consults with people with disabilities to determine their information and communication needs. We have established a feedback process that is accessible and available in alternate formats such as telephone, email, and in-person.

A process for receiving and responding to accessible feedback requests has been developed and communicated to all relevant employees. Upon request, we are able to receive and respond to feedback from members of the public, employees and volunteers who live with a disability.

The Liberal Party of Canada will form an Accessibility Working Group that will be mandated to review policies, procedures and compliance. All feedback received will be directed to the Accessibility Working Group who will then identify the issues and prepare and implement solutions to ensure that the Liberal Party of Canada is compliant with accessibility standards.

All inquiries pertaining to services available for people with disabilities will receive a response from a member of our team.

## NOTICE OF AVAILABILITY

The Liberal Party of Canada has posted on our Accessibility page that accessible formats and communication supports are available for people with disabilities upon request. This notice is posted at <https://liberal.ca/accessibility/>

## MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy, practice or procedure of the Liberal Party of Canada that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.