

Transportation Association of Canada (TAC)

Plan for Accessibility Standard for Customer Service

The Transportation Association of Canada (TAC) is committed to providing service to its members and customers. The following document outlines TAC’s plan with respect to the Ontario Accessibility Standard for Customer Service, and applies particularly to the delivery of the following TAC products and services:

- Member sales, renewals and communications
- Conference registration and attendance
- Meeting participation
- Bookstore ordering services
- Seminar and workshop registration and attendance
- Library services

1. General Policies, Procedures and Practices

Topic	Related Policies	Related Procedures	Related Practices
Personal Assistive Devices	<ul style="list-style-type: none"> • Personal assistive devices are permitted on TAC premises and events. 	<ul style="list-style-type: none"> • Advise customers that no additional costs are charged. 	<ul style="list-style-type: none"> • Ensure venues hosting TAC events allow devices on the premises.
Use of Animals / Support Persons	<ul style="list-style-type: none"> • Service animals / support persons are welcomed on TAC premises and events. 	<ul style="list-style-type: none"> • Advise customers that no additional costs are charged. 	<ul style="list-style-type: none"> • Ensure venues hosting TAC events allow animals / support persons on the premises.
Notice of Temporary Disruption of Service	<ul style="list-style-type: none"> • TAC will notify all customers when products and services are disrupted on a temporary basis. 	<ul style="list-style-type: none"> • Communicate notice to all staff and related personnel promptly. 	<ul style="list-style-type: none"> • Post a notice on website, office premises and record alternative phone greeting.
Training for Staff / Appropriate Volunteers	<ul style="list-style-type: none"> • Provide training once annually. 	<ul style="list-style-type: none"> • Training meeting for staff regarding TAC’s compliance plan every December. • Training for conference volunteers to be included in their overall pre-conference training. 	<ul style="list-style-type: none"> • Ask customers their preferred method of accommodation, if any are required.
Feedback Process	<ul style="list-style-type: none"> • Post feedback process for customers with disabilities on TAC’s website • Examine opportunities to meet customers’ needs. 	<ul style="list-style-type: none"> • Provide customers with different formats to send their feedback (email, fax or mail). 	<ul style="list-style-type: none"> • Send a response to customer inquiry in five business days.

2. Personal Assistive Devices

- Individuals representing TAC will use the principles of respect, dignity and independence when dealing with personal assistive devices, by first asking persons with disabilities if they need help.
- Individuals representing TAC will allow the use of personal assistive devices for persons with disabilities on office premises, as well as at TAC events and will not charge any additional fees for the use of these devices in the delivery of TAC products and services.

3. Use of Animals and Support Persons

- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them at no additional fee on TAC's premises or at TAC events.
- TAC welcomes people with disabilities and their service animals and support persons on TAC's premises and at TAC events.

4. Notice of Temporary Disruption of Service

- In the event of a planned or unexpected disruption to TAC's Membership Services; Library; Sale, Purchase, Invoicing and Distribution of Publications; Conferences and Meetings; Seminars and Workshops, as well as ongoing communications, TAC will notify members and customers promptly.
- A notice will be posted on TAC's website home page, on TAC's office premises, and recorded on TAC's phone message greeting. It will include the reason for the disruption, anticipated length of time and a description of alternative facilities or services, if available.

5. Training for Staff and Appropriate Volunteers

- Individuals representing TAC will be sensitive to the varying needs of its customers requiring accommodation, and be receptive to feedback on how to best service them.
- Individuals representing TAC will use the principles of respect, dignity and independence when dealing with persons with disabilities, by first asking if they need help.
- TAC does not provide specific accommodations in anticipation of customer needs, but is happy to work with customers requiring accommodations to reasonably fulfill their requests in delivering TAC products and services.
- All TAC Member Services & Communications; Technical Programs; and Corporate Services staff will be provided with training each December.
- Training will be provided to event volunteers and consultants who deal with the public on TAC's behalf.
- Training will include:
 - an overview and requirements of the Accessibility for Ontarians with Disabilities Act
 - TAC's plan related to the customer service standards

- Basics of how to interact, communicate with and assist people with various disabilities, including typical assistive devices, service animals or support persons

6. Feedback Process

- Customers wishing to provide feedback on how TAC provides goods and services to people with disabilities may submit their input via email to secretariat@tac-atc.ca; by mail at 401-1111 Prince of Wales Drive, Ottawa, ON K2C 3T2 or by fax at (613) 736-1395.
- Customers can expect a response within five business days.
- TAC's Plan for Accessibility Standard for Customer Service will be available on TAC's website, or can be requested by phone or email.