



Accessible Customer Service Policy – Toronto

Overview	Customers with physical or mental disabilities deserve the same high level of service given to any other customer. At Steamworks we believe this is simply common courtesy as well as good customer service. All goods and services provided by Steamworks shall follow the principles of dignity, independence, integration and equal opportunity.
Assistive devices	We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. Although Steamworks Baths does not provide assistive devices in our facilities, persons with disabilities may use their own assistive devices as needed when accessing goods or services provided by Steamworks.
Communication	We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.
Service animals	We welcome people with disabilities who are accompanied by a service animal on parts of our premises open to the public. Service animals are restricted from entering hot tubs, steam rooms, saunas, and showers due to Ontario public health and sanitation regulations (Health Protection and Promotion Act). When a service animal is excluded by law, Steamworks Baths will work with the customer to offer alternative accommodations (such as securing the animal in a safe adjacent area and providing staff assistance) to ensure equal access to our facilities.
Support persons	If Steamworks Baths requires a person with a disability to be accompanied by a support person for health and safety reasons, we will first consult with the individual, evaluate direct health or safety risks, and ensure no reasonable alternative exists. In such cases, any admission fee for the support person will be waived.
Temporary disruption notice	In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Steamworks Baths will notify customers promptly. This clearly posted notice will include information about the reason for the disruption and the anticipated length of time. When disruptions occur Steamworks Baths will provide notice by: • Posting notices in conspicuous places including at the point of disruption, at the main entrance and nearest accessible entrance to the service disruption. • Verbally notifying customers when they call. • By any other method that may be reasonable under the circumstances.
Staff Training	Steamworks Baths will provide training to employees, volunteers, and others who deal with the public or other third parties on our behalf, for example, all contractors, outreach volunteers and party promoters. Training will also be provided to those who are involved in the development and approval of customer service, policies, practices and procedures. Training will be provided as soon as practicable and will be included in new hire orientation. Revised training will be provided in the event of changes to legislation, or changes to Steamworks Bath's procedures and/or practices related to customers with disabilities. Steamworks Baths will keep a record of training, including the dates the training was provided. Training will include: • An overview of the Accessibility of Ontarians with Disabilities Act 2005 and its requirements of the customer service standard. • Steamworks accessible customer service plan.

- 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 support person.
 - What to do if a person with a disability is having difficulty in accessing Steamworks goods and services.
 - Staff will also be trained when changes are made to our accessible customer service plan.
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Feedback

Steamworks Baths welcomes feedback on how we provide goods and services to customers with disabilities. Feedback can be submitted through multiple channels: In Person / Mail: 540 Church St, 2nd Level, Toronto, ON M4Y 2E1 Phone: (416) 925-1571 Email / Website: [joe@swbaths.com, swbaths.ca] Accessible formats and communication supports for submitting feedback are available upon request at no extra cost. All feedback and complaints will be addressed by the General Manager within five (5) business days.

Modifications to this policy

Steamworks baths is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact of people with disabilities. Any policy of Steamworks Baths that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy, or if the purpose is not understood, an explanation shall be provided, or be referred to the General Manager.

Notice of availability

Steamworks Baths will notify customers that our AODA customer service policies are available upon request and posted on our website at [swbaths.ca]. Upon request, we will provide or arrange for the provision of these documents in an accessible format or with communication supports in a timely manner and at no extra charge beyond standard costs.