



## St. Catharines Transit Commission Customer Service Policy

### 1. Our Mission

The St. Catharines Transit Commission is dedicated to provide a safe, courteous and reliable transit service which responds to the needs of all members of our community.

### 2. Responsibility

This policy applies to all St. Catharines Transit employees; full-time, part-time and volunteers. Third party providers of goods and services to St. Catharines Transit are required to comply with all current accessibility legislation.

### 3. Principles

St. Catharines Transit promotes accessibility through the development of policies and practices that are consistent with the core principles of integration, independence, dignity and equal opportunity for persons with disabilities. Reasonable efforts are made to ensure the following:

#### i. Service

The provision of transit service to persons with and without disabilities is integrated unless an alternate measure (i.e. Paratransit service) is necessary, to enable a person with a disability to obtain, use or benefit from transit service.

#### ii. Communication

Communication will be provided in ways that take into consideration a person's disability.

#### iii. Assistive Devices

Persons with a disability can use their own personal assistive devices to obtain, use or benefit from services.

#### iv. Support Persons

Persons with a disability can be accompanied by a support person on a transit vehicle. A support person is a person who accompanies a person with a disability to assist that person for purposes of participation, communication, mobility, personal care, medical needs or access to services. The support person is not required to pay a transit fare while accompanying a person with a disability and in the possession of a Support Person's Pass. This pass is issued through an application and approval process and is valid for specialized and conventional transit service. It is the responsibility of the person with a disability to demonstrate to a transportation service provider the need for a support person to accompany them.

## Principles (continued)

Transit staff reserves the right to require a person with a disability to be accompanied by a support person, when using transit services, if the support person is necessary to protect the health or safety of the person with a disability or the health or safety of other persons using transit services. Before making this decision, St. Catharines Transit will;

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health and safety of the person or others on the premises.

### v. Service Animal

Persons with a disability can be accompanied by a service animal on City premises unless otherwise excluded by law.

- a) A guide dog is defined in Section 1 of the *Blind Person's Rights Act*.
- b) A service animal for a person with a disability is recognized:
  - if it is readily apparent that the animal is used by the person for reasons relating to the person's disability; or
  - if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the person's disability.

### vi. Training

Training on customer service for persons with a disability is provided to all members of the organization. This training will be held periodically and will include:

- Purposes for the *Accessibility of Ontarions with Disabilities Act* and the requirements of 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 support person, guide dog or service animal,
- How to use assistive and safety equipment available at Transit.
- What to do if a person with a disability is having difficulty in accessing services.
- Material on corporate policy, practices and procedures relating to the Customer Service Standard.

## Principles (continued)

### vii Service Disruption

Notice of service disruption is provided to all customers in the event of a disruption in transit service to the extent that is reasonably possible. This notice includes information about the reasons for the disruption, its anticipated duration and a description of alternatives.

### viii Feedback

St. Catharines Transit welcomes feedback on all aspects of its customer service. Customers with or without a disability may provide feedback on the provision of its customer service by telephone, letter or email to:

Customer Service Supervisor  
2012 First Street Louth R.R.#3  
St. Catharines, Ontario L2S 3V9  
905-685-4228 Extension 224  
[www.yourbus.com](http://www.yourbus.com) under Contact

St. Catharines Transit will provide or arrange for accessible formats and communication supports, on request.

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