



**Ivanhoe  
Cambridge**

Caisse de dépôt et placement  
du Québec

**Ivanhoe Cambridge**

Centre CDP Capital  
1001, square Victoria, bureau C-500  
Montréal (Québec)  
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Tel. (514) 841-7600  
Fax (514) 841-7762  
www.ivanhoecambridge.com

## **ACCESSIBLE CUSTOMER SERVICE PLAN** **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

Ivanhoe Cambridge is committed to excellence in serving all customers including people with disabilities.

### **Assistive Devices**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our premises.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, such as accessible washrooms and entrance doors, we will notify customers promptly. This clearly posted 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. This notice will be placed at the affected areas.

### **Training for Staff**

Ivanhoe Cambridge will provide training to employees and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Mall management staff
- Customer service staff
- Security staff
- Janitorial staff





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Please note: it is the responsibility of the owners of the individual stores within the shopping centre to provide training to their employees.

The training will be provided to staff within the first week of employment.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Ivanhoe Cambridge's plan related to the customer service standard.
- How to interact and communicate with people of 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 wheelchairs or other devices available on site 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 Ivanhoe Cambridge's property.

Staff will also be trained when changes to the plan are made.

**Feedback Process**

Customers who wish to provide feedback on the way Ivanhoe Cambridge provides goods and services to people with disabilities can contact the Customer Service Centre at each shopping centre and speak to the staff there, or ask to speak a member of the mall management team.

Complaints will be addressed according to our organization's regular complaint management procedures.

**Modifications to this or other policies**

Any policy of Ivanhoe Cambridge that does not reasonably respect and promote the dignity and independence of people with disabilities will be reviewed.

