

SECTION: 1.0 – INTERACTIONS**POLICY: # 1.6.2****Policy: AODA Customer service****Date Last Revised:
June 2016****Policy Statement:**

The St. Alban's Boys and Girls Club is committed to excellence in serving all customers including people with disabilities to the best of our abilities or the point of undue hardship (as defined by where overwhelming costs or health and safety considerations at play in the provision of any further accommodation. Our commitment includes providing services in a way that: (1) respects the dignity and independence of persons with disabilities; (2) adopts an integrated approach unless an alternate measure is necessary; and (3) focuses on providing equal opportunity for persons with disabilities to benefit from the services offered by the Club.

Purpose:

To support the Club's commitment to providing accessibility standards for customer service consistent with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and Ontario's *Human Rights Code*.

Definitions:

Disability to include any degree of disability, and should include physical, mental, developmental, and learning disabilities.

Guide dog - is a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations.

Service animal - An animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support person - In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, or medical needs, or with the access to goods and services.

Assistive devices

The Club will ensure that appropriate leaders are trained and familiar with assistive devices we have on site (elevator, washroom) that may be used by customers with disabilities while accessing our goods or services.

Communication

Clubs leaders will communicate (content and form) with people with disabilities in ways that take into account their disability.

For example, some customers may request that information that is normally provided at length in writing be synthesized, simplified, or provided verbally upon request.

Service animals

We welcome people with disabilities and their service animals. Club leaders may ask for documentation to confirm the service of the service vehicle.

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.

- Fees (if applicable) will not be charged for support persons.

The Club reserves the right to require a person with a disability to be accompanied by a support person when on the premises, but only if the support person is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.

Clubs leaders will communicate this decision with people with disabilities in ways that take into account their disability, medical information provided and considering options of less impairment of independence

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities the Club 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. Registered customers for programs will be contacted in advance if possible by email or telephone

Training

St Alban's Boys' and Girls' Club trains employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

Program Managers and front line staff

This training will be provided to staff upon hiring and annually each June and or September

Training will include:

- St. Alban's Boys' and Girls' Club access and equity plan is the Clubs plan related to the customer service standard.
- Staff are trained to interact and communicate with all.
- Staff (where appropriate) are trained how to support people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing St. Alban's Boys' and Girls' Clubs program and services \
- Staff will also be trained when changes are made to the Club's accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way St. Alban's Boys and Girls Club provides goods and services to people with disabilities may provide the feedback in person, by phone, in writing, or by delivering an electronic text via email, disk, thumb drive, etc. with any manager or the Executive Director.

- Club managers are expected to provide all relevant information including contact information for the person providing the feedback to the Executive Director.
- On receipt of the information above, the Executive Director will investigate the issue raised by the feedback, advise the board of directors and the person who provided the feedback of the outcome of the investigation and any resultant recommendations, policy changes, or other actions taken within a particular
- Customers can expect to hear back in within 5 business days.

The Club's AODA customer policy is posted on the Clubs' web page or can provided in a text format.

Modifications to this or other policies

Any policy of St. Alban's Boys and Girls Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. Policy concerns should be brought to the Executive Director; the issue will be reviewed and timely manner and the outcome shared with the individual.