

**SECTION: 1.0 – INTERACTIONS****POLICY: # 1.6.1****Policy: Access and Equity****Date Last Revised:  
January 2012****Policy Statement:**

The Club's mandate is to ensure that all community members have equal access to club programs and facilities. Our commitment to equal access is reflected in our staff, volunteers and directors whose mission is to lead by example and treat every individual with dignity and respect regardless of colour, sex, sexual orientation, age, ancestry, creed, marital status, income, family status, ability or special need.

**Purpose:**

This policy support the Club's commitment to every child and youth and supports strategies to ensure all fell welcome, included and valued in programs and in the Club.

**Background:**

St. Alban's Boys' and Girls' Club adheres to the spirit and the wording of the Human Rights Code of Ontario. The Club is a community agency where children, youth, families and adults can meet in a safe supportive environment to share a sense of community belonging and to experience a healthy lifestyle. Our emphasis is on children and youth because we believe that confident, healthy children are important members of our community. The Club is committed to serving the public in providing quality programs for children, youth, families and adults, without bias or judgment. Many of our core values illustrate this, including: "We foster cultural understanding and differences and we acknowledge that a sense of self-worth is fundamental to individual dignity". Our board, staff, volunteers, members and visitors all have the right to equal treatment and access, with regard to the work environment, programs, services, and use of the facilities.

This policy has been adopted on the basis that access to volunteer activities is an important component of community building and our core values, including:

We are committed to volunteers, we assist volunteers to attain their potential, we value and practise co-operative approaches and we seek neighbourhood and community involvement.

**Definitions:**

Anti-Racism Equal access (inclusion) Equal Without regard to race, religion, ethnicity, cultural background, colour, sex, sexual orientation, age, ancestry, creed, marital status, family status, economic or disability/special needs.

Inclusion, Equal access Racism A barrier to inclusion (exclusion) based on race, ethnicity, cultural background, ancestry and colour.

**Organizational Functioning and Implementation Process**

Organizational functioning is defined as a comprehensive approach needed to address all issues of access and equity. Basically, it is a plan and mapped out process by which the policy will be implemented.

Components:

- Employment - who you hire, how you hire: importance of skills
- Environment - images on walls, media, statements
- Programming
- Training and Education
- Creating a safe, supportive environment - to speak; to challenge; to be challenged.
- Addressing equity incidents/behaviours

**Team Approach**

Ensuring organizational responsiveness to issues of access, equity and anti-racism is not a one-person job. It involves the whole agency, staff, volunteers and community as critical players if the policies and strategies are to address the issues. Each group and individual is a stakeholder in the process, and each group and individual is a critical resource. All communication should make it clear that the agency is prepared to be accountable for what has been stated and is ready to be challenged and to challenge others in accordance with this.

**Review Process**

An annual (process of) review will be undertaken in a two-step process. Each spring the Program Directors/Managers will review the policy, process and programs to ensure access. Each fall the Board of Directors will review and ratify any recommendations or changes to the policy or process.

**EMPLOYMENT**

St. Alban's Boys' and Girls' Club promotes employment equity.

**Employment Equity:**

Where candidates are equally qualified, opportunity will be given to under represented racial and ethno-cultural minority candidates reflecting our community.

**Implementation Process:**

- Program Directors and Management may identify the ethno-racial groups which are represented and under-represented in their programs, by surveying the ethno-racial backgrounds of members leaders.
- Program Directors and Management will conduct a review of employment systems on a bi annual basis, by the end of each spring session, to identify and remove employment barriers, which may prevent ethno-racial groups from hiring and advancement.
- Program Directors and Management ensure candidates hired reflect the communities served.
- Program Directors and Management hire candidates who are most qualified to meet the needs of the communities served.
- St. Alban's Boys' and Girls' Club as an equal opportunity employer advertises and may post available positions in local, ethno specific newspapers and community organizations.
- All full time vacant positions are posted on the Club's web page to ensure that all are aware of the new opportunities and have equal access to information and employment opportunities.

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**Volunteer and Employment Recruitment:**

St. Albans' Boys' and Girls' Club ensures that its board members; leaders are reflective of the communities that we serve.

Criteria for the selection of the board members and volunteers shall include recognition of sensitivity to the racial and ethno-cultural composition of the communities served.

**Implementation Process:**

- Ethno-cultural groups (local and metro wide) may be notified of Staff, Board and volunteer vacancies.

- Staff members and volunteers are recruited in a fair and equitable manner as reflected by:
- Recruitment criteria, which are reviewed and revised annually by Senior Staff.
- Recruitment procedures, which are reviewed on an annual basis to identify and address systemic barriers.
- A recruitment process which is sensitive and responsive to various cultural and religious preferences and an approach to recruitment which promotes the participation of candidates of diverse backgrounds, through advertisements in ethno-specific as well as mainstream media and collateral organizations.
- The Access and Equity Policy is introduced to all new Board members, Leaders in their orientation.
- All Board members are required to affirm annual through a Board motion their support of this policy.
- The Board of Directors may identify groups, which are under-represented, annually for the Nomination Committee.
- The Nomination Committee will actively seek new members who reflect the ethnicities of our community and meet the needs of our Board of Directors.
- The Board of Directors may notify specific ethno-racial community organizations of Board vacancies and invite applications from candidates.
- The Board of Directors may consult volunteer agencies to recruit members (i.e. Volunteer Centre of Toronto or Ontario Welcome House) Non-English speaking candidates are required to provide their own translator.
- All Program Directors and Management review the access and equity policy with the existing staff during annual performance reviews and ensure that Staff comprehended and understand the implications of policy and their role and responsibilities of their position with St. Alban's Boys' and Girls' Club.
- Recruitment criteria and interviewing techniques are reviewed by program directors revised through training for staff.

### **Review Process and Measures for Success:**

An annual (process of) review will be undertaken in a two-step process. Each spring the Program Directors/Managers will review the policy, process and programs to ensure access. Each fall the Executive Director will review and ratify any recommendations or changes to the policy or process.

### **ENVIRONMENT**

The facilities, programs and services at the St. Alban's Boys' and Girls' Club should promote and represent the community.

### **SERVICE EQUITY:**

Implementation Process:

- Signage, posters, displays, flyers and promotional material will be extremely sensitive and reflective of the various cultural/ethnic groups in the community.
- All signage, posters, displays, flyers, and promotional material should be reflective of the various community groups and review by Executive Director and/or staff before displaying.
- All signage, posters, displays, flyers and promotional material should promote unity.
- We will post community events/ethnic specific activities on our bulletin board and web page.
- All statements regarding minority groups should be handled with discretion. Ours is a position of neutrality not judgement.
- The facility (where possible) will be accessible to all persons with physical challenges and where possible/appropriate every opportunity will be made to integrate them into programs, employment or volunteerism.

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### **PROGRAMMING & PROMOTION**

Programming involves the direct delivery of services to our members. These activities should promote the development of self-esteem and respect for others. We actively support multiculturalism to ensure that all participants value their own cultural background and the cultural background of others we serve. St. Alban's

Boys' and Girls' Club promotes anti-racism in all areas of its organizational structure and operational functioning.

### **Program & Promotional Equity:**

Implementation Process:

- Ensure program material and brochures are inclusive and reflective of our community.
- Program Directors to review the curriculum, materials and resources to ensure they are culturally sensitive, inclusive and reflective.
- Ensure that multi-cultural materials are in place.
- Program Managers to ensure staff use representative toys, posters, pictures, books, reflecting diversity (e.g. Ethnicity, lifestyle, etc.) multi-cultural foods, multi-cultural arts, and film in day-to-day programming.
- Ensure that multi-cultural celebrations and holidays are recognized.
- Program Managers to ensure staff celebrate and recognize holidays and cultural celebrations and activities of our community in day to day curriculum.

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### **TRAINING**

Ongoing cross-cultural training is provided to ensure that the board, staff and providers are receptive and responsive to the community's needs.

### **TRAINING AND EDUCATION:**

Implementation Process:

- To provide a current and consistent message about equity and access amongst all those providing services at St. Alban's Boys' and Girls' Club.
- The Club offers a variety of publications, periodicals, programming, and training materials on topics of access and equity, multiculturalism and related information for the use of all.
- Resource materials may be obtained from members and ethno-specific organizations
- To promote anti-racist organizational change and to liaise with other community based organizations.
- The Club offers ongoing training on access and equity as part of the mandatory training for volunteers, staff and Board members.

- Part-time, seasonal, and new volunteers are introduced to the issues of access and equity throughout their initial Training Session and are further supported by ongoing training sessions.
- Board members participate in access and equity training.
- Leaders members actively review and adapt programs and services to ensure access and equity.
- Program managers ensure leaders integrate cultural events and religious holidays into their programming

#### **Review Process and Measures for Success:**

An annual (process of) review will be undertaken in a two-step process. Each spring the Program Directors/Managers will review the policy, process and programs to ensure access. Each fall the Executive Director will review and ratify any recommendations or changes to the policy or process.

#### **DEALING WITH CONFLICTS**

This component ensures that our organization has a procedure in place for dealing with conflicts and complaints.

#### **Implementation Process:**

- All Board members, staff members, volunteers, families and visitors will be made aware of St. Alban's Boys' and Girls' Club access and equity policy . The access and equity racism policy will be posted on the Club's web page.
- In case of an incident, it is the responsibility of The Club to respond immediately.
- The staff should document and discuss the situation(s) with their immediate supervisor within 24 hours of the incident. In the absence of the direct supervisor, staff members should contact the Director of Operations, Executive Director or Board President.
- If a Club member(s) is involved in an incident, the program supervisor is deemed to be the immediate supervisor. The supervisor must document the incident and based on severity of the incident report the incident and consequences to their supervisor within 24 hours of the report.
- Leaders and members who breach the anti-racism policy are subject to consequences from verbal, written warnings, suspension and termination.
- If the incident is still not resolved, the staff member may submit a written

report and request a meeting with the Executive Director.

- If the incident is still not resolved, the staff member may submit a written report to the President of the Board of Directors within 10 days of the incident. The Board and the Chair will respond within 7 days of the submission.
- Board and Executive Director Conflict: Incidents will be reviewed by an impartial 3 Board member panel with in 10 days of the incident.
- consequences from verbal, written warnings, suspension and termination.
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**SECTION: 1.0 – INTERACTIONS****POLICY: # 1.6.2****Policy: AODA Customer service****Date Last Revised:  
December 2012****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 are 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.

## **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

### **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.