



AODA Customer Service Standard

Policy Statement

Purpose/Objective:

The Objective of this policy is to provide guidelines for delivery of YMCA-YWCA of the National Capital Region services to people with disabilities, in compliance with the requirement of the Accessibility Standards for Customer Service, Ontario Regulation 429/07, made under the Accessibility for Ontarians with Disability Act, 2005, S.O. 2005, c.11

Mission

The YMCA-YWCA of the National Capital Region is a charitable association dedicated to improving the quality of life for children, youth, adults and families through programs that build spirit, mind and body. The National Capital Region YMCA-YWCA provides opportunities for personal growth and character development by providing unique and contemporary programs for everyone inclusive of race, religion, creed, ability or economic circumstance.

Vision

The YMCA-YWCA of the National Capital Region is a leader and valued partner in Eastern Ontario and the National Capital Region in the development of people, families and communities through the creation and provision of excellent programs and services.

Our Commitment

In fulfilling our mission, the YMCA-YWCA of the National Capital Region strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other clients/members.

Definitions

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, or physical reliance on a guide dog or animal or on wheelchair or other remedial appliance or device, A condition of mental impairment or a developmental disability, A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbol or spoken language, Mental disorder, or An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act 1997.
- *Assistive Device*: a device used to assist persons with disabilities in carrying out activities or in accessing the services and programs of the National Capital Region YMCA-YWCA
- *Guide Dog*: a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the Blind Persons' Rights Act, R.S.O. 1990 c. B. 7.



- *Service Animal*: an animal is a service animal for a person with disability, If it is readily apparent that the animal is used by the person for reasons related 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.
- *Service Disruption*: a planned or unplanned unavailability of facilities or services operated by the Y, including but not limited to closed washroom facilities, elevators and websites that are inoperable due to maintenance.
- *Support Person*: a person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Providing Goods and Services to People with Disabilities

YMCA-YWCA of the National Capital Region is committed to excellence in serving all clients/members including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

The YMCA-YWCA of the National Capital Region employees will communicate with people with disabilities in ways that take into account their disability.

Telephone Services

The YMCA-YWCA of the National Capital Region employees are committed to providing fully accessible telephone services to our clients/members, using clear and plain language and speaking clearly and slowly on the phone. We will offer to communicate with clients/members by e-mail or TTY if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

The YMCA-YWCA of the National Capital Region is committed to serve people with disabilities who use assistive devices to obtain, use or benefit from our goods and services.

Billing

The YMCA-YWCA of the National Capital Region is committed to providing accessible invoices to all clients/members. For this reason invoices will be provided in the following formats upon request: hard copy or e-mail.

Use of Service Animals and Support Persons

The YMCA-YWCA of the National Capital Region is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. If it is not readily apparent that the animal in question is a service animal, the YMCA-YWCA of the National Capital Region may ask the person with a disability to verify that the animal is a service animal by producing a certificate of document that the animal is required for the assistance of that person.



The YMCA-YWCA of the National Capital Region is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented for having access to his or her support person while at one of our locations.

Fees will not be charged for support persons for, where applicable, for admission to YMCA-YWCA of the National Capital Region programs or services.

Notice of Temporary Disruption

The YMCA-YWCA of the National Capital Region will provide all clients/members with reasonable notice in the event of a planned disruption within the facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and description of alternate facilities or services, if available.

In the case of an unexpected disruption, notice will be provided in a reasonable timeframe. Notice, in both cases, will be given through the YMCA-YWCA of the National Capital Region website and/or public postings in convenient accessible locations.

Training for Staff

The YMCA-YWCA of the National Capital Region will provide training to all employees, board members, volunteers and others who deal with the public and all those who are involved in the development, approval and delivery of clients/members service policies, practices and procedures.

This training will be provided as soon as practical after new staff commences their duties.

Training will include, but will not be limited to, the following:

- The purpose of the Accessibility for Ontarians with Disability Act, 2005 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 service animal or a support person
- How to use the elevator and accessible change rooms available on premises or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing the YMCA-YWCA of the National Capital Region goods and services
- The YMCA-YWCA of the National Capital Region policies, practices and procedures relating to the clients/members service standard.

Employees of the YMCA-YWCA of the National Capital Region will also be trained on an ongoing basis when changes are made to these policies practices and procedures.



Feedback Process

The ultimate goal of the YMCA-YWCA of the National Capital Region is to meet and exceed clients/members expectations while serving clients/members with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the YMCA-YWCA of the National Capital Region provides goods and services to people with disabilities can be made by: e-mail, verbally, phone or through our website, either to a Membership Sales and Service Associate or to one of the management team on the Website. All feedback will be directed to HR and then to the Sr. Management Team. Clients/members can expect a response from the organization within 72 hours.

Documentation

Two documents are available for the purposed of feedback to the organization:

- Feedback From
- Alternative Format Request (Forms)

Modifications and review to this or other policies

The YMCA-YWCA of the National Capital Region is committed to developing clients/members service polices 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 on people with disabilities. This policy will also be reviewed on an annual basis.

Any policy of the YMCA-YWCA of the National Capital Region 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 clients/members with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Sr. Management Team of the YMCA-YWCA of the National Capital Region.

Compliance

It will be the responsibility of the Directors and Managers of each department/location of the YMCA-YWCA of the National Capital Region to ensure full compliance with, and implantation of, this policy.