

## **POLICY STATEMENT ON SERVICE ACCESSIBILITY**

The Rideau Club (the Club) is committed to providing consistently high service standards for all members and their guests, including people with disabilities.

All services provided by the Club shall follow the ideals of dignity, independence, integration, and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service.

### **Service Animals**

Service animals specially trained to assist a person with a disability will be allowed access to our premises, except in areas where otherwise prohibited by law (e.g. food preparation areas). Where service animals are not clearly identified, an employee may ask the owner to provide appropriate documentation.

### **Assistive Devices**

All premises are accessible and allow the use of assistive devices, including but not limited to:

- Wheelchairs
- Walkers
- White Canes
- Note taking devices
- Portable magnifiers
- Recording machines
- Assistive listening devices
- Personal oxygen tanks

### **Support Persons**

Access fees to Club events for a support person that accompanies a member or guest with a disability will be waived. However, consumption charges for the support person (e.g., food or beverage) will be billed to the member.

Unless there is a genuine safety concern, support persons shall be allowed to always accompany the member or guest. If confidential information needs to be shared, consent will be obtained from the member or guest, prior to any conversation.

## **Feedback Process**

Members and guests shall be provided with the opportunity to give feedback on the way we provide goods and service to people with disabilities. Feedback forms, along with alternate methods of providing feedback such as verbally, over the phone, or through email are available upon request.

All members and guests will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## **Notice of Disruptions in Service**

The Club will provide as much advance notice as possible regarding any planned or unplanned disruption in service or availability of accessible products / services.

Service disruptions will be posted at all entrances and at the point of disruption. Where possible, we will make every effort to provide notice to members and guests over the phone and on our website.

## **Training**

Employees will be required to complete all Customer Service Accessibility Training provided by the Club. The training will include best practices for interactions with members and guests with a disability.

Employee training involves:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
- The Club's plan related to 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 assistive devices that may help to provide goods and services to people with disabilities; and
- What to do if a person with a disability is having difficulty in accessing the Club's goods and services.

Employees will be retrained when changes are made to the customer service process or policy.

## **Responsibilities**

### Accessibility Coordinator

The Accessibility Coordinator appointed by the Club is Carol-Ann Goering, C.E.O.

They shall:

1. Review this policy on an annual basis and revise where necessary.
2. Provide members, their guests and interested parties with a copy of this policy upon request.
3. Make this policy available in alternate formats upon request.
4. Ensure that all employees are appropriately trained regarding the customer service standards of the Accessibility for Ontarians with Disabilities Act.
5. Ensure that notice is provided for any disruption of service.
6. Collect and follow up on all customer feedback.

## **Employees**

All employees will be required to:

1. Complete service accessibility training.
2. Provide consistently high levels of service to all members and guests and ensure that they are served in a manner that allows access to all products and services offered.
3. Employ the skills and knowledge presented in the service accessibility training program to ensure that members and guests are served appropriately.
4. Inform management of any issues regarding accessibility or disruptions in service.
5. Always adhere to the Service Accessibility Policy.
6. Aid members and guests where necessary and ensure that walkways are kept clear at all times.
7. Obtain consent from the member or guest if confidential information must be shared with a support person.