



CDCRC CUSTOMER ACCESSIBILITY POLICY

Campbellford and District Curling and Racquet Club (CDCRC) is committed to excellence in serving all customers including people with disabilities.

Assistive devices

CDCRC will ensure that our staff members are trained with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication

Staff and volunteers 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. Fees will not be charged for support persons.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, CDCRC 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 available services. The notice will be placed at entrances.

List of facilities: squash courts, fitness facility, shower and change rooms, saunas, curling rink, lounge, washrooms, locker room, banquet hall.

Training for staff

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

Individuals in the following positions will be trained: Manager

The training will be provided to staff within one year after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- CDCRC'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 the equipment or devices available on site or otherwise that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty accessing CDCRC's goods and services.

Staff will be trained when changes are made to the plan. A written record will be kept of training that takes place.

Feedback process

Customers who wish to provide feedback on the way CDCRC provides goods and services to people with disabilities can do so by mail or by email.

All feedback will be directed to the Manager.

Customers can expect to hear back within 30 days.

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

Modification to this or other policies

Any policy of CDCRC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Revised December, 2016