



YMCA of Oakville

AODA Customer Service Standard Policy

Our commitment

In fulfilling our mission, the YMCA of Oakville strives at all times to provide YMCA 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 services and benefit from the same services, in the same place and in a similar way as other customers.

Providing services to people with disabilities

The YMCA of Oakville is committed to excellence in serving all people including customers with disabilities.

We will carry out our functions and responsibilities in the following areas:

1 Communication

We will communicate with customers with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

1.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by **email, mail, and in person** if telephone communication is not suitable to their communication needs or is not available.

1.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from YMCA services. We will ensure that our staff are familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

We will also ensure that staff know how to use the following assistive devices available on our premises for customers:

- **Elevator located across from the stairs**
- **Wheelchairs available in the family change room**
- **Electronic chair for assistance in and out of the pool**

1.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request:

- Hard copy
- Large print
- Email
- Fax

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

2. Use of service animals

We are 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. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

2.1 Support persons

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the YMCA of Oakville's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Fees will NOT be charged for admission to the YMCA of Oakville's premises and programs for support persons while providing assistive support to a person with a disability.

3. Notice of temporary disruption

The YMCA of Oakville will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances, elevators and service counters on our premises. Service disruptions will also be added to the website and all planned disruptions to member newsletters.

4. Training for Staff & Volunteers

The YMCA of Oakville will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

This training will be provided within the first month of hire.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities before interacting with the public. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5. Feedback process

The ultimate goal of the YMCA of Oakville is to meet and surpass customer expectations while serving customers with disabilities.

Feedback and comments regarding the way the YMCA of Oakville provides services to people with disabilities can be made by:

- **Email (andreabi@oakville.ymca.ca),**
- **Verbally**
- **Comment cards (located at the front desk)**

All feedback will be directed to the head of the department in which the feedback is referencing. Customers can expect to hear back in 2 business days.

Comments will be addressed in accordance with the YMCA of Oakville's member comment card procedure.

6. Modifications to this or other policies

We are committed to developing customer service policies 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.

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

This policy, including the training and feedback process will be reviewed annually.

This policy is available on our website and can be provided to a member of the public upon request.

7. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood please contact, Alison Williams, Human Resources Manager, of the YMCA of Oakville.

Signed,



Kyle Barber
President & CEO
January, 2019