	Policy: Accessibility Standards for Customer Service	
	Manual: Employee Handbook	Policy #: 0050
	Section:	Revision #: 0
	Approval: Board of Directors	Issue Date: Oct 31, 2013

1.0. PURPOSE:

1.1. To establish processes and procedures to make our workplace more inclusive in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005. This legislation is not a replacement of, or a substitution for, the requirements established under the Ontario Human Rights Code.

1.2. To ensure London Club Limited policies and procedures are aligned with the core principles of independence, dignity, integration and equality and meet, or exceed, the requirements of the AODA Customer Service Standards.

2.0 SCOPE:

This policy applies to all London Club Limited employees, Independent Contractors, employees of the Independent Contractor, volunteers, or any other individual performing work or providing services on behalf of the London Club.

3.0 DEFINITIONS:

The Club – refers to London Club and the London Club Limited.

AODA – refers to the Accessibility for Ontarians with Disabilities Act, 2005.

Accessible Formats – refers to, but is not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Assistive Device – refers to a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of a person with a disability. Personal assistive devices such as a hearing aid, wheelchair, walker or a personal oxygen tank and may assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

AODA Core Principles – refers to the principles of independence, dignity, integration and equality.

- Independence – freedom from control, influence, support, aid, or the like of others.
- Dignity – person is able to maintain his/her self-respect and respect of others.
- Integration – an act or instance of combining into an integral whole.
- Equality – the state of quality of being equal.

Communication Supports – refers to, but is not limited to, captioning, alternative communication supports, plain language, sign language and other supports that facilitate effective communications.

Customer – refers to the London Club members and their guests.

Disability – refers to disabilities of different severity, including visible and non-visible disabilities and those with periodic affects. Disability is defined as:

- 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, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a 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.

Service Animal – as reflected in Section 4(9) of the Accessibility Standards of Customer Service indicates that an animal is a service animal if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- the person can provide a letter, upon request, from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

4.0. POLICY:

4.1 The Club will comply with the regulations and standards as set out in the Accessibility for Ontarians with Disabilities Act (AODA), 2005. The Club is committed to pursuing this goal in our workplace and has developed and implemented policies to achieve accessibility through meeting the requirements of the Act and its regulations.

4.2 The Club is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and in a way that takes into consideration the accessibility of the individual based on the type of disability.

4.3 The Club's multi-year Accessibility Plan (Appendix I) is posted on the second floor staff room and is available in an accessible format upon request. The Club commits to reviewing this plan regularly, at least once every five years.

4.4 To ensure that the policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity The Club will:

- ensure that all customers receive the same value and quality of service by implementing a Customer Feedback Process;
- allow customers with disabilities to do things in their own ways, at their own pace as long as this does not present a safety risk;
- use alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- permit persons with disabilities to use assistive devices, support persons and service animals as required;

- encourages open communication with persons with disabilities and communicate in a manner that takes into account the customer's disability; and
- provide notice of planned or unexpected disruption/inaccessibility in the Club's facilities or services.

4.5 The Club will provide alternate formats and communication supports to individuals upon request and provide notice that these alternate formats and supports are available.

4.6 Without limiting the requirements for accessibility, specific consideration shall be given to welcome persons with disabilities to use and/or request the following:

- Assistive Devices (i.e. raised seating platforms, wheelchair accessible lifts and others as applicable)
- Communication Supports and/or Accessible Formats
- Support Persons
- Service Animals

4.7 Training will be provided to all individuals to whom this policy applies during orientation and/or in online training format as soon as practicable. The Club will keep records of training, including the dates training was provided and the names of employees who attended the training.

4.8 The Club will ensure that all training provided is tailored to suit each person's role within the Club and that training will include at least the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- The requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- The Club policies, procedures and practices relating to the provision of service to persons with disabilities.
- Instructions on how to interact with people with disabilities who use assistive device or require the assistance of a service animal support person
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing services at the London Club.
- Instructions on how to comply with the Ontario Human Rights Code as it pertains to persons with Disabilities.

4.9 The Club will provide notice in the event of a disruption/inaccessibility in the facilities or services and provide notice that accommodations are available on request.

5.0 RESPONSIBILITY:

5.1 It is the responsibility of all individuals to whom this policy applies to adhere to this policy, complete AODA in-class training and/or online training, apply the information provided in the workplace and to promote and maintain an accessible workplace for all employees, members and visitors.

5.2 It is the responsibility of the General Manager to ensure training is provided to all new employees.

5.3 It is the responsibility of The General Manager to establish and make available a feedback process for the Club's accessibility and to ensure that any formal feedback receives acknowledgement along with any resulting actions based on the feedback submitted. The General Manager will ensure that logs are kept on all feedback from customers, address concerns promptly and conduct resulting actions based on concerns within 21 days of feedback submission.

5.4 It is the responsibility of the General Manager to provide notice when facilities or services used by individuals with disabilities to access/use goods or services are disrupted.

5.5 It is the responsibility of the General Manager to review this policy with all new employees and retain a signed acknowledgement.

5.6 It is the responsibility of the General Manager to review this policy and seek approval of the Board of Directors at a minimum of every five years.

6.0 PROCEDURE:

6.1 Assistive Devices

Persons with disabilities may use their own assistive devices as required. In cases where the assistive device presents a safety concern or where accessibility might be an issue, reasonable measures will be used to ensure access.

6.2 Guide Dogs, Service Animals and Service Dogs

A customer or visitor with a disability that is accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. The customer accompanied by a service animal is responsible for maintaining care and control of the animal at all times.

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, the Club may request verification, per 3.9, from the customer.

6.3 Support Persons

If a customer with a disability is accompanied by a support person, the Club will ensure that both persons are allowed to enter the premises and/or access services together. In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed. In situations where admission fees are charged, support persons will be charged at a rate of 50% of admission fee, excluding alcohol.

6.4 Notice of Disruptions in Service/Inaccessibility of Locations

Service disruptions or inaccessibility of a location may occur. Reasonable efforts will be made to provide advance notice. When disruptions occur, the Club will provide notice by placing notices in relevant conspicuous locations on the London Club premises and by any other method reasonable under the circumstances.

The following information will be included in the posting unless it is not readily known:

- statement on which goods or services disrupted or unavailable;
- reason for the disruption and anticipated duration;
- a description of alternative services or options.

6.5 Customer Feedback Process

The Club shall provide customers with the opportunity to provide feedback on our accessible customer service. Information about the feedback process will be and posted in our facilities. The feedback process and Accessibility Standards for Customer Service Feedback Form (Appendix II) will be made available in accessible formats and with communications supports, upon request. The Club will provide or arrange for accessible formats and communications supports in a timely manner and based on a consultation with the individual to determine the suitability of a support that takes into account the person's accessibility needs. Customers that provide formal feedback will receive acknowledgement of the feedback, along with information on any resulting actions based on the feedback submitted. The Club will log all feedback from customers and address concerns promptly. Resulting actions based on concerns will be provided back within 21 days of feedback submission. The feedback form will be made available at reception or online at www.londonclub.com.

6.6 Emergency Response Information

The Club will provide and make available in an accessible format or with appropriate communication supports, upon request, information about emergency response plans or public safety to persons with disabilities.

7.0 Administration and Approval

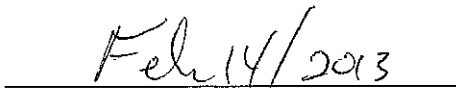
If you have any questions or concerns about this policy or its related procedures please contact:

- Geoff Curphey, General Manager or in absence of GM, President of the Club
- 519-434-6889
- 177 Queen St., London ON, N6A 1J1
- gcurphey@londonclub.com

For more information on AODA, you can refer to, AODA (the Act) at: http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Customer Service Standards at: http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm


SIGNED
President; The London Club


Date

Revision Log

Rev. Level	Rev. Date	Description of Change
0	10/31/12	New
1	11/27/12	Approved by Board of Directors