



A.O.D.A. Policy & Procedures

*Dates Updated:
May 25, 2021
April 8, 2019
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Timmins Family YMCA Accessible Customer Service Policy
Providing Goods and Services to People with Disabilities

1. Our mission

The mission of Timmins Family YMCA is to create opportunities that encourage the development of healthy individuals, family and community.

2. Our commitment

In fulfilling our mission, the Timmins Family YMCA 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 customers.

3. Providing goods and services to people with disabilities

The Timmins Family YMCA is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities. Our accessible customer service policy is guided by the principles of independence, dignity, integration and equality of opportunity for people with disabilities. All children in our child care programs who have assistive devices will have an Individual Support Plan created by staff with information from the parent / guardian included and will be signed off by a parent / guardian as well as all staff in that program.

3.1 Communication

We will communicate with people 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.

3.2 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 e-mail if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

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

We will also ensure that staff knows how to use the following assistive devices available on our premises for customers: computer, email, paper and pen and large print.

All children in our child care programs who have assistive devices will have an Individual Support Plan created by staff with information from the parent / guardian included and will be signed off by a parent / guardian as well as all staff in that program.

3.4 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, and e-mail

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

4. Use of service animals and support persons

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.

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 Timmins Family YMCA'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 support persons for admission to Timmins Family YMCA's premises. Customers will be informed of this by a notice that will be posted in Timmins Family YMCA's premises.

5. Notice of temporary disruption

Timmins Family YMCA 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 and service counters on our premises.

6. Training for staff

The Timmins Family YMCA 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. All individuals at the Timmins Family YMCA will be trained:

This training will be provided within 60 days after staff commence their duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities 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 computer, email, paper and pen and large print available on Timmins Family YMCA's premises.
- What to do if a person with a disability is having difficulty in accessing Timmins Family YMCA's goods and services
- Timmins Family YMCA's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures as well as a yearly refresher training.

7. Feedback process

The ultimate goal of the Timmins Family YMCA is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the Timmins Family YMCA provides goods and services to people with disabilities can be made by e-mail, verbally, and hard copy. All feedback will be directed to the Support Services Clerk whom will then direct the information to management. Feedback forms are available at our main office and on our website. Customers can expect to hear back in 5 business days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

8. Notice of availability

The Timmins Family YMCA will notify the public that our documents related to accessible customer service are available upon request by posting a notice in our main entrance, at each satellite location and available on our website.

9. Accommodation Plans for Employees with Disabilities

The Timmins Family YMCA is committed to accommodating people with disabilities and will use the following process to identify and meet the employee accommodation needs.

A. Recognize the need for accommodation

Accommodation can be:

- Requested by the employee
- Identified by the employee's supervisor or manager

B. Gather relevant information and assess the individual needs

The employee is an active participant in this step

- Information will be collected on the employee's functional abilities, not the nature of the employee's disability. The employee's personal information, including medical information, is kept secure and dealt with in a confidential manner. It will only be disclosed to individuals who need to perform the accommodation process.
- The employee and his/her manager will work together to identify the most appropriate accommodation. A medical or other expert may be engaged (at the company's expense) to help determine if/how the employee's needs can be accommodated. The employee may ask a bargaining agent or other workplace representative to participate in the process.

C. Write an individual accommodation plan

After identifying the most appropriate accommodation(s), the details will be documented in a written plan, including:

- What accommodation(s) will be provided
- How to make information accessible to the employee, including accessible formats and communication supports
- Employee information and/or emergency response plan (if applicable)
- When the plan will be reviewed and updated

The manager will give the employee in an accessible format (if required), a copy of the individual accommodation plan, or written reasons for denying accommodation.

D. Implement, monitor and update the plan

After implementing the accommodation plan, the employee and his/her manager will monitor and review the plan to ensure that it is effective. Formal reviews and updates will take place on the mutually agreed upon, predetermined schedule in the employee's

accommodation plan. If the accommodation is no longer appropriate, the employee and the manager will reassess the situation (step 2) and update the plan.

The accommodation plan will also be reviewed and updated if:

- the employee's work location or position changes
- The nature of the employee's disability changes

10. 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 Timmins Family YMCA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

11. 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, an explanation should be provided by, or referred to, the Regional Manager of the Timmins Family YMCA.