

# Accessible Customer Service Plan

The Pickering Skating Club is committed to excellence in serving all customers including people with disabilities.

## **Assistive devices**

We will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services within the Arena. (i.e. Automatic power entry doors)

## **Communication**

We 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.

Only the Registration Fee (\$37.00) will be charged to a skater's support person for admission to the ice during programming.

We will notify customers of this through notice posted on our premises and our website.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Pickering Skating Club 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 services, if available.

The notice will be placed on the club website and at the arena on the club bulletin boards and/or club office window.

## **Training for staff**

The Pickering Skating Club 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: Board Members, Coaches.

The training will be provided to staff within 30 days after hiring.



The training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Pickering Skating 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 required the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing the Pickering Skating Club's goods and services.
- Staff members will also be trained when changes are made to the Pickering Skating Club's plan.

### **Feedback process**

Customers who wish to provide feedback on the way the Pickering Skating Club provides goods and services to people with disabilities can mail the Club a letter at P.O. Box 215 Pickering, ON L1V 2R4, e-mail the Club at [info@skatecanada-pickering.com](mailto:info@skatecanada-pickering.com), leave a voice message at 905-420-4117 or speak to a Board Member in the Club office during any CanSkate session.

All feedback will be directed to the President.

Customers can expect to hear back within 7 days.

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

### **Modifications to this or other policies**

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