

	Boys and Girls Clubs of Kawartha Lakes	
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POLICY

Boys and Girls Clubs of Kawartha Lakes establishes accessibility standards for ensuring that all persons receiving service and support from the agency experience an optimally accessible environment. Boys and Girls Clubs Kawartha Lakes is committed to equal access to programs and services and is obligated to facilitate the implementation of the Accessibility for Ontarians Act 2005 (AODA) and Ontario Regulation 429/07 (Accessibility Standards for Customer Service), as well as other regulations mandated by AODA and/or any related Acts regarding Accessibility.

PROCEDURE

Boys and Girls Clubs of Kawartha Lakes shall adhere to the following:

1. Providing Programs and Services to Persons with Disabilities:
 - Goods and Services are provided in a manner that respects dignity and independence of persons with disabilities.
 - The provision of Boys and Girls Club of Kawartha Lakes programs and services to persons with disabilities is integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from our programs and services.

2. Communication:
 - To ensure the best possible customer service, Boys and Girls Clubs of Kawartha Lakes encourages open two-way communication with all persons interacting with the organization to ensure the need for accommodation or assistance is met.
 - Boys and Girls Clubs of Kawartha Lakes trains employees and volunteers in how to interact and communicate with others guided by the principle of dignity, independence and equality.
Persons who identify themselves as requiring alternative communication formats are offered alternative communication in a format that meets their needs as promptly as is feasible. This may include, but is not limited to, documents that are provided in alternative formats that meet the needs of the person in a timely manner or alternative sources to telephone communications if requested or required.

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3. Use of Service Animals, Assistive Devices, and Support Persons

- Service Animals are permitted entry to all Boys and Girls Clubs of Kawartha Lakes owned facilities unless other circumstances (incidents that may not acknowledge the rights of others or safety) arise requiring the denial of access. Where such a case arises an alternate meeting format is arranged, i.e., teleconference or other assistive measures available to deliver programs or services to ensure equality of outcomes.
- Persons with disabilities are permitted to obtain, use or benefit from programs or services through the use of their own assistive devices. It is noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times. When available, assistive technology will be provided so that people with disabilities are able to access programs and services while on the premises conducting agency business.

4. Support Persons

- If a third party support person accompanies a person with a disability, the organization ensures that both parties are permitted to enter the premises together, and that the person with a disability is not prevented from having access to the support person. The organization may require a person with a disability to be accompanied by a support person when on the organization's premises, but only if a support person is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises. Where fees for programs, programs and services are advertised or promoted by the organization, advance notice of the amount payable, if any, in respect of the support person, is provided.

5. Billing

- Boys and Girls Clubs of Kawartha Lakes provides accessible invoices to all of our customers and makes every effort to provide alternate formats of invoices in a timely manner upon request.

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6. Employee Training

- Training includes all employees, volunteers and others who deal with the public or third parties, as well as those involved in developing customer service practices and procedures. All receive Accessible Customer Service Training. Boys and Girls Clubs of Kawartha Lakes keep records of applicable training. Training is delivered in a variety of formats and is provided on an ongoing basis for employees, volunteers, and students in order to stay current with changes in practices, and procedures.
- Training includes but may not be limited to: The purpose and requirements of the Accessibility for Ontarians with Disabilities Act, 2005., Interaction and Communication, respecting dignity and independence, the provision of feedback regarding agency procedures and complaints, interactions with individuals requiring the support of service animals, support persons, or assistive devices, how to use assistive devices to enable access and what to do regarding barriers experienced by individuals.

7. Disruption of Services

- Should there be a disruption in a particular location or service used to allow a person with a disability to access programs or services, the organization gives notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption, and alternative facilities or services that may be available. This posting is placed in a conspicuous place on the premises of the organization, or by other reasonable methods according to the circumstances. If the disruption is anticipated, the organization provides a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice is provided as soon as possible.

8. Feedback Process

- The organization provides a mechanism that allows the public to provide feedback on the manner in which the organization provides programs and services to people with disabilities. The feedback process permits the person to provide feedback in person, by telephone, in writing, or by electronic or otherwise. The process details the organization's process for receiving and responding to feedback including timelines and contact information and this process is made available on the organization's website.

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