

**Appendix 14****AODA Customer Service Standard**

This policy contains items that meet the requirements of the customer service standard, and also items that are not specifically required, but are good practices. Note that the policy may be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.

Customer Service Policy Statement:

Providing Goods and Services to People with Disabilities

1. Our mission

RKY Camp is a community-focused Canadian charity dedicated to building strong kids, strong families and a strong community.

2. Our commitment

In fulfilling our mission, RKY Camp 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

RKY Camp is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability. For blindness and low-vision, we will read documents to them. For deafness, we will write out our communications on either paper or a laptop.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities. We will communicate directly with the people with a disability, unless that person's disability interferes with their comprehension. We will also communicate with direct eye contact.

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 email or TTY 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: elevator, pool ramps, accessible change room.

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 or 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 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 RKY Camp'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 RKY Camp's premises. Customers will be informed of this by a notice that will be posted in the program guide and in the membership rate guide

5. Notice of temporary disruption

RKY Camp 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 and will be available on the website and on Facebook.

6. Training for staff

RKY Camp 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 3 months 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 elevator and accessible change room available on provider's premises or otherwise that may help with the provision of goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing RKY Camp's goods and services
- RKY Camp'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.

7. Feedback process

The ultimate goal of RKY Camp 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 RKY Camp provides goods and services to people with disabilities can be made by e-mail, verbally, suggestion box, or phone. All feedback will be directed to the CEO. Customers can expect to hear back in 2 business days.

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

8. 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 RKY Camp that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



9. 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 CEO of RKY Camp.



Acknowledgement & Agreement

I, (employee name) _____, acknowledge that I have read and understand the **AODA Customer Service Standard of RKY Camp**. I have attended staff training explaining my responsibilities in these matters. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules of this policy, I may face legal, punitive, or corrective action, up to and including termination of employment and/or criminal prosecution.

Name (please print): _____

Signature: _____

Date: _____

Witness: _____