



# THE WINDSOR C L U B

## AODA Customer Service Policy Statement

### Our Commitment

The Windsor Club (2015) strives to provide our products and services in a manner that is accessible to all of our members, and respects the dignity and independence of people with disabilities. We are committed to offering equal opportunity to access our products and services and to providing the benefit of the same services, in the same place and in a similar way to all members.

### Providing Goods and Services to People with Disabilities

We are committed to excellence in serving all members including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### 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.

#### Telephone Services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with members over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with members by email, TTY, relay services if telephone communication is not suitable to their communication needs or is not available.

#### 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 members with disabilities while accessing our goods or services.

#### Billing

We are committed to providing accessible invoices to all of our members. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, e-mail.

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



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## 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 The Windsor Club'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 or for admission to The Windsor Club's premises.

## Notice of Temporary Disruption

We 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.

## Training for Staff

The Windsor Club 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.

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 any equipment 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 the Club's goods and services
- The Windsor Club'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.



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## **Feedback Process**

The ultimate goal of our Club is to meet and surpass member expectations while serving members with disabilities. Comments on our services regarding how well these expectations are being met are welcome and appreciated.

Feedback regarding the way The Windsor Club provides goods and services to people with disabilities can be made by telephone (519-258-1465), e-mail (info@windsor-club.com), verbally, to a manager on site. All feedback will be directed to the manager on site at the time of feedback. Customers can expect to hear back within 24 hours.

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

## **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 Windsor Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.