

Accessible Customer Service Plan

Barrie Curling Club (BCC) is committed to excellence in serving all members, customers and guests, including those with disabilities. Guiding principles of our service plan include:

1. Providing services to individuals that meet their needs;
2. Adhering to and fostering the principles of independence, dignity, integration and equal opportunity.

Communication

We will communicate with people with disabilities in ways that take into account their disability while maintaining dignity and inclusion while at the Club.

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. The individual or support person accompanying them is responsible for the behaviour and needs of the service animal. Service animals are working animals and as such, BCC will do their utmost to prevent undue interference and distraction.

Support persons

A support person (accompanying an individual with a disability) is welcomed at the Club. It is expected that the support person will provide all necessary assistance. Fees will not be charged for support persons though they are expected to pay for services of the kitchen/bar.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, BCC 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 at the front door of the Club and on our website as soon as reasonably practical.

Training

BCC will provide training to employees and volunteers of the Club in keeping with these principles. Training will also be provided to people involved in the development of

policies, plans, practices and procedures related to the provision of our goods and services.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard;
- BCC'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 require the assistance of a service animal or a support person;

Staff will also be trained when changes are made to the accessible customer service plan. The Training Plan will be developed as a separate document.

Feedback process

Customers who wish to provide feedback on the way BCC provides services to people with disabilities can email the President of the Board through the Club Manager at BCCL@barriecurlingclub.com.

All feedback, including complaints, will be directed to the Club President to be responded to in 15 working days.

Notice of availability

Accessibility policies are available upon request to the Manager of the Club at BCCL@barriecurlingclub.com or by calling the Club at (705) 726-1351 ext #21. Policies will also be posted on our website at www.barriecurlingclub.com.

Modifications to this policy

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