



Boys & Girls Club
of London

Accessible Customer Service Plan

Providing Goods and Services to People

The Boys and Girls Club of London is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers while accessing our goods or services.

Communication

We will communicate with people in ways that take into account their disability.

Service Animals

We welcome people with service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person who is accompanied by a support person will be allowed to have that person accompany them on our premises.

*Fees will not be charged for support persons. We will notify customers of this through a notice posted on our premises and on our website.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers, the Boys and Girls Club of London 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 main entrance at the Club.

Training

The Boys and Girls Club of London 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:

- managers
- recreation staff
- aquatic staff
- volunteers
- customer service representatives

This training will be provided to staff immediately after hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Boys and Girls Club of London'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 who use an assistive device or require the assistance of a service animal or a support person.
- How to use the other specialized equipment that is available on-site.
- What to do if a person with a disability is having difficulty in accessing the Boys and Girls Club of London's goods and services.
- Staff will also be trained when changes are made to the plan.

Feedback Process

Customers who wish to provide feedback on the way the Boys and Girls Club of London provides goods and services can

email to info@bgclondon.ca

call 519-434-9115 extension 224

All feedback will be directed to:

Chris Harvey

C.E.O. of the Boys and Girls Club of London.

Customers can expect to hear back in 30 days.

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

Modifications to this or other policies

Any policy of the Boys and Girls Club of London that does not respect and promote the dignity and independence will be modified or removed.