

## **Burlington Gymnastics Club Inc. Accessible Customer Service Plan**

The Burlington Gymnastics Club is committed to excellence in serving all customers including people with disabilities and strives to take additional measures to ensure that the needs of all customers are met with satisfaction.

### **Assistive Devices**

The BGC will ensure that staff and volunteers who interact with customers and third parties are familiar with various assistive devices we have on site or those commonly belonging to individuals that may be used by customers with disabilities while accessing our goods or services. Staff will make all reasonable efforts to provide appropriate accommodations that will allow persons with disabilities to use personal assistive devices in BGC facilities and during regular programming.

### **Communication**

All BGC staff and volunteers will communicate with people with disabilities in ways that take into account their disability. All staff and volunteers interacting with customers and third parties will be familiar with how to modify communication methods to acknowledge individual needs in a respectable manner.

### **Service Animals and Support Persons**

It is a standard of the BGC to ensure that persons with disabilities are able to access all goods and services offered by our facilities. Service animals and support persons accompanying customers are allowed entry to all parts of our facilities that are open to the public including the gymnastics area, unless otherwise excluded by law.

#### **Service Animals**

People with many different kinds of disabilities use service animals to overcome barriers. The BGC recognizes that service animals are not pets – they are working animals. Service animals include but are not limited to vision dog guides, hearing dog guides, service dog guides, seizure response dog guides, autism assistance dog guides, and diabetic alert dog guides.

It is a priority of the BGC to protect the safety and dignity of all customers and third parties by permitting any person who requires a service animal to enter our facilities (including the gymnastics area) with the service animal and to keep the animal with him/her at all times if needed unless otherwise excluded by law from the premises. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangements shall be considered with the person with the disability.

### **Support Persons**

Some people with disabilities require support persons to provide assistance with communication, mobility, medical needs, personal care, or access to goods and services. If a child, guardian, customer, or third party individual identifies a companion as their support person, the BGC will acknowledge them as such. Any person with a disability who is accompanied by a support person will be allowed entrance into BGC facilities and participation in BGC programming with their 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/her support person while on BGC premises or while participating in BGC activities. Accommodations will be made during regular programming for those requiring support persons in the gymnastics areas to satisfy the needs of the individual and support person.

A person with a disability participating in regular BGC programming is required to pay the standard participation fee. Their accompanying support person is not required to pay any participation fees, however, is required to pay only the insurance fee of \$22.60 to be in the gymnastics area.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities such as recreation gymnastics programming at our Maple and Mainway facilities, Burlington Gymnastics Club will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

This notice will be posted at both Maple and Mainway facilities, on the BGC website and social media, as well as on phone answering systems.

### **Training for Staff**

The Burlington Gymnastics Club will provide training to employees, volunteers, and others who interact with the public or other third parties on our behalf.

Individuals in the following positions will be trained:

- Administrative staff
- Managerial staff and volunteers who participate in developing BGC policies and procedures
- Coaches and coaches in training
- Volunteers in training
- Parent volunteers participating in standing committees

This training will be provided through online modules that are emailed to individuals immediately upon recruitment. Certificates signifying completion of all required online training modules (specific to the role and duties of the individual) are to be submitted to managerial staff within two (2) weeks of recruitment, ensuring that training be completed before interaction with customers, athletes, or third parties.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the standards of the Integrated Accessibility Standards Regulation (IASR)
  - General purpose and overview of the IASR
  - Additional details of the IASR relevant to the duties of the individual
- Comprehensive coverage of the Customer Service Standard
  - The purpose and requirements of the Customer Service Standard
  - How to interact with and serve customers, third parties, and all other individuals with disabilities
  - How to serve those with different types of disabilities to meet their needs
  - How to serve those who benefit from support persons, service animals, and / or assistive devices
  - Additional details of the Customer Service Standard relevant to the duties of the individual
- Comprehensive coverage of the Human Rights Code as it pertains to persons with disabilities
  - Purpose and overview of the Human Rights Code
  - Understanding the importance of accommodating customers, third parties, and other persons with disabilities
  - How to apply the requirements of the Human Rights Code to serving those with disabilities in order to take into account their needs and adapt accordingly
  - Additional details of the Human Rights Code relevant to the duties of the individual
- Burlington Gymnastics Club's plan related to the customer service standard
  - How to accommodate customers and other persons with disabilities when they enter BGC facilities
  - How to interact with and accommodate persons with disabilities when representing BGC or providing services on behalf of BGC off site
  - What to do if a person with a disability is having difficulty in accessing BGC's goods and services
- **Additional online training modules will be delivered according to the specific role and duties of the individual**
  - Immediately upon recruitment, managerial staff responsible for the recruited individual will assess which elements of training (*General Requirements*,

*Information and Communication Standard, Employment Standard, Design of Public Spaces, and Transportation Standard*) are necessary for the specific role and responsibilities of the individual receiving training

- E.g. Recreation Coaches must partake in *General Requirements and Employment Standard*; Administrators must complete *General Requirements, Information and Communication Standard, and Employment Standard* etc.
- **Overview of the Employment Standard of the IASR as detailed below**

During the process of hiring (recruiting, assessing, and selecting) new employees, all applicants will be informed of BGC's ability to provide recruitment materials in accessible formats if requested. If an individual requests an alternate format, an assessment will be made by managerial staff along with the individual to ensure that the alternate format is appropriate and meets the needs of the person with a disability.

As part of initial general and accessibility training, successful applicants will be informed of BGC's commitment to accommodating the needs of all employees based on their disabilities. Employees will be required to complete an online *Employment Standard* training module that details the availability of workplace accommodations. Managerial staff will consult successful applicants with disabilities in order to document an individual accommodation plan as well as modify existing workplace emergency response information to create an individualized version of this information that takes into account the accommodations required by the person with a disability if needed. This information will also be converted to a format that is accessible to the employee if needed. Whenever an employee with a disability is moved to a different location or position in the organization, individual accommodation plans and individualized workplace emergency response information will be reviewed and updated as needed. These will also be reviewed and updated as needed if the duties and / or needs of the employee change.

Initial training will also include review of a Return to Work process for individuals that must be absent from work due to a disability. Furthermore, employees will be informed of the availability of alternate formats and accommodations during employee performance assessments, career advancement, as well as redeployment.

All staff, volunteers, and other members of BGC will also be trained when significant changes are made to BGC's customer service plans and accessibility plans regarding IASR. This training will be delivered through email to all individuals. This will include all updated documentation (in PDF format or in alternate formats or with communication supports upon request) that each individual must read, sign to signify completion, and return to managerial staff within two (2) weeks of receipt. Should changes to procedures require individuals to complete additional modules, these online modules will also be emailed to individuals and must be completed within two (2) weeks with a certificate submitted to managerial staff to confirm completion of the module(s).

## Feedback Process

The BGC strives to continuously improve accessibility to further meet the needs of all customers. In order to further recognize, prevent, and correct barriers, the Burlington Gymnastics Club encourages feedback regarding the current state of our accessibility initiatives and how we can improve the provision of goods and services to those with disabilities. This feedback will be addressed and used to help the Burlington Gymnastics Club enhance our ability to support the community.

Customers who wish to provide feedback regarding the way Burlington Gymnastics Club provides goods and services to people with disabilities are welcome to do so:

- Electronically, by email at [info@bgcgym.com](mailto:info@bgcgym.com)
- Electronically, through our website [bgcgym.com](http://bgcgym.com)
- In person and verbally, at our offices at:
  - 710 Maple Ave.  
Burlington, ON  
L7S 1M6
  - 4373 Mainway  
Burlington, ON  
L7L 5N9
- In writing:
  - 710 Maple Ave.  
Burlington, ON  
L7S 1M6
- By telephone at:
  - 905 637 5774
  - 905 335 1765
- In any other format necessary that meets the need of the individual with a disability

All feedback, including complaints will be assessed by the administration, then directed to the Executive Director, Board of Directors, and Human Resources Committee. Timely responses to submitted feedback will be provided as soon as possible.

Methods used to receive and respond to feedback will be altered to be made accessible to persons with disabilities upon request. The BGC will arrange for the provision of alternate, accessible formats and/or communication supports, if needed. The feedback provided will assist the BGC in improving accessibility in our facilities and services.

This document is posted on BGC's public website under Accessibility. This document is available in alternate formats or with communication supports upon request.

## Burlington Gymnastics Club Accessibility Feedback Form

The Burlington Gymnastics Club is continuously striving to improve our accessibility standards and further meet the needs of our community. We welcome and encourage feedback regarding the accessibility at our facilities and regarding our services.

**Location visited:**       Mainway                       Maple

**Date and time of visit:** \_\_\_\_\_

**Was our customer service provided in an accessible manner?**

Yes     Somewhat (please explain below)     No (please explain below)    \_\_\_\_\_

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**Did you experience any obstacles in accessing our goods and services?**

Yes (please explain below)     Somewhat (please explain below)     No    \_\_\_\_\_

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**Additional comments:**

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**Contact Information (optional):**

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

**Thank you for your feedback!**

This document is available in alternate formats or with communication supports upon request.