

## **POLICY**

The Boys and Girls Club of Niagara will promote excellence in program and service delivery to all persons with varying abilities.

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## **APPLICATION**

This policy applies to all employees, volunteers, students, members, visitors and any person engaged in programs and services.

## **PROCEDURES**

1. The Executive Director/designate will ensure that employees:
  - a. Are trained and familiar with various assistive devices that may be used by persons with disabilities while utilizing Club facilities, programs and services;
  - b. Communicate with people with disabilities in ways that take into account their disability;
  - c. Welcome service animals in Club facilities, programs, and services where permitted by public health;
  - d. Welcome persons acting in the role of support person for those with varying abilities. Further there will be no additional charges for such support persons for attendance.
2. Promptly provide notification in the event of a planned or unexpected disruption to services or facilities for those with varying disabilities promptly. Notice will be posted public centres owned by the Club. The 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.
3. The Executive Director/designate will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf.
4. The Executive Director/designate will accept feedback and complaints will be addressed according to Club's regular feedback and complaint management procedures.
5. The Executive Director/designate will notify employees when changes are made to the accessible customer service plan.

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