



## ***Accessibility for Ontarians with Disabilities Act Accessibility Standards for Customer Service***

### **1. PURPOSE AND POLICY STATEMENT**

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

A standard for customer service (“the Standard”) has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at the Soloway Jewish Community Centre (“Soloway JCC”) are committed to providing a barrier-free environment for our customers. The objective of this policy (the “Policy”) is to ensure we meet the requirement of the Standard and promote its underlying core principles, described below.

### **2. APPLICATION**

The Policy applies to all persons who, on behalf of Soloway JCC, deal with members of the public or other third parties. This includes our employees, members, volunteers, users and contractors.

### **3. DEFINITIONS**

- i. ***Accessibility Report*** – The report required to be filed pursuant to section 14 of the Act.
- ii. ***Assistive Device*** – any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- iii. ***Disability*** – Has the same definition as is provided under the Act and *Human Rights Code*, R.S.O. 1990, c. H. 19.

- iv. **Service Animal** – An animal is a service animal for a person with a disability,
  - a. If it is readily apparent that the animal is used by the person for reasons relating to his her disability; or
  - b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- v. **Support Person** – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs, or with access to goods or services.
- vi. **“We”, “Our”, “Staff”** means Soloway JCC and its employees, volunteers, and contractors.

#### **4. CORE PRINCIPLES OF THE POLICY**

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. **Dignity** – Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- ii. **Equality of Opportunity** – Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- iii. **Integration** – Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person’s individual needs.
- iv. **Independence** – Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

## 5. IMPLEMENTATION

The Soloway JCC has created an Accessibility Committee responsible for:

- i. Developing and implementing policies, practices and procedures to ensure the accessible provision of goods and services to persons with a disability.
- ii. Developing and implementing an accessibility training program as required under the Act.
- iii. Developing a feedback procedure as required under the Act.
- iv. Filing Accessibility Reports as required under section 14 of the Act.

## 6. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

### I. Communication

#### A. Accessible Mediums of Communication

Soloway JCC strives to communicate with members of the public in a manner that is accessible. Mediums of accessible communication we currently employ include:

- *A website that provides information in clear plain language*
- *Computers in library which provide seated access to website*
- *Individuals with screen readers have the ability to use our website*
- *Front Desk staff will be trained in accessible communication*

#### B. Communicating with Persons with a Disability

The Soloway JCC strives to communicate with persons with a disability in a manner that takes into account the disability.

Approaches for communication are set out in our accessibility training program.

### II. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

### **III. Accessibility at our Premises**

We offer the following facilities and services to which the Policy applies to enable persons with a disability to obtain, use or benefit from our goods and services:

- A. Assistive devices, services or methods offered such as a wheel chair suitable for the pool deck and change rooms;
- B. Alternative formats of documents i.e. commonly asked customer questions, such a return and exchange policy, available in a handout and in large print;
- C. Assistance of a staff person to complete a form;
- D. A chair for waiting in line if a person's disability prevents him or her from standing for lengthy period;
- E. Assistive listening system in social hall;
- F. Beach access to the indoor swimming pool, with supplied wheelchairs to allow safe and dignified access to the pool;
- G. A Hoyer Lift available for transfer from regular wheel chair to pool wheel chair for access to the indoor swimming pool to allow safe and dignified access to the pool;
- H. Special stairs with railings for entry to the outdoor pool to allow safe and dignified access to the pool;

- I. Changing, showering and toilet facilities adapted and suitable for persons with a disability;
- J. Motorized/assisted door opening on main doors, toilets and changing rooms;
- K. Barrier-free access to building with automated doors and elevator to upper and lower levels.

Staff will receive training on how to use facilities or services made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services.

#### **IV. Service Animals**

Persons with a disability may enter premises accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

If it is not readily apparent that the animal is a Service Animal, we may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his/her disability.

Staff will receive training on how to interact with persons with a disability accompanied by a Service Animal.

#### **V. Support Persons**

A person with a disability may enter premises with a Support Person and have access to the Support Person while on the premises. There is no charge for the Support Person to attend ticketed events.

We may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Staff will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

## **VI. Notice of Temporary Disruptions**

The Soloway JCC will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our goods and services. The notice will be posted at the entrance of the applicable premises and on the home page of our website.

The notice will include the following information:

- i. That the facility or service is unavailable;
- ii. The anticipated duration of the disruption;
- iii. The reason for the disruption;
- iv. Alternative facilities or services, if available.

## **7. TRAINING AND RECORDS**

The Soloway JCC will provide training, and ongoing training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

### *A. Content of Training*

Training will include:

- i. A review of the purpose of the Act and requirements of the Standards;
- ii. A review of the Policy;
- iii. How to interact and communicate with persons with various types of disabilities;
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person;
- v. How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our goods and services;
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

*B. Timing of Training*

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties.

The Soloway JCC will train staff when made aware of specific client accommodations on a one to one or group training basis.

*C. Documenting Training*

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance with the requirements of the Act.

## **8. FEEDBACK AND PROCEDURE**

*A. Receiving Feedback*

The Soloway JCC welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

- i. In person at either Customer Service Desk;
- ii. By telephone at 613-798-9818
- iii. In writing to Soloway JCC, 21 Nadolny Sachs Private, Ottawa, ON K2A 1R9, or complete a customer comment card and post it at the boxes in the lobby;
- iv. Electronically to [sjcc@jccottawa.com](mailto:sjcc@jccottawa.com)

*B. Responding to Feedback*

The Soloway JCC has a feedback protocol to enable it to receive and respond to comments, including complaints. This feedback protocol is available upon request. We strive for high levels of customer service. All client feedback is answered within five (5) working days of receipt, if not sooner.

## **9. DOCUMENTATION TO BE MADE AVAILABLE**

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

## **10. FORMAT OF DOCUMENTS**

The Soloway JCC will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.