

## **National Training Rinks**

# **Accessibility Standards for Customer Service**

**January 2014**

## Providing Goods and Services to People with Disabilities

National Training Rinks is committed to excellence in serving all customers including people with disabilities.

### Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods and services.

### Communication

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

### 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.

### Support persons

A person with a disability 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 by posting a notice in the following location(s): **Lobby**

### Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, National Training Rinks 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.

Services/Facilities include: Programs, washrooms and access ramp.

The notice will be made publicly available at the following location(s): **Lobby and Main Office**

### Training

National Training Rinks will provide accessible customer service training to employees, volunteers and others who deal with the public or other third parties on behalf of **Accessibility Ontario**. 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.

Individuals in the following positions will be trained:

- Office Management
- Customer Service Representatives
- Operations Staff
- Program Instructors and Assistants
- Café Staff

Staff will be trained on Accessible Customer Service with **7 days** after being hired.

Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005** and the requirements of the customer service standard
- National Training Rinks 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
- What to do if a person with a disability is having difficulty in accessing National Training Rinks' goods and services

Staff will also be trained when changes are made to our accessible customer service plan.

## **Feedback process**

Customers who wish to offer feedback on the way National Training Rinks provides goods and services to people with disabilities can provide feedback in the following way(s): email us at

[info@ntrcanada.com](mailto:info@ntrcanada.com)

All feedback, including complaints, will be handled in the following manner: emails will be forwarded to the Supervisor of Operations, who will contact the sender within 7 days for discussion, clarification and resolution. All resolutions that require a change in our Customer Service Plan will be done with 7 days of the resolution. Staff will be notified and trained immediately of any changes to the Customer Service Plan.

## **Notice of availability**

National Training Rinks will notify the public that our documents related to accessible customer service, are available upon request by posting a notice in the following locations(s):

### **Lobby**

## **Modifications to this or other policies**

Any policy, practice or procedure of National Training Rinks that does not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.