Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service

The Accessibility for Ontarians with Disability Act, 2005 (AODA) is Provincial Legislation with the purpose of developing, implementing and enforcing accessibility standards. The Royal Canadian Yacht Club takes great pride in following proper procedures and offering exceptional service to any persons with disabilities.

The following procedures required under the Accessibility for Ontarians with Disabilities Act, 2005 that should be adhered to at all times to ensure all persons in the Club are treated equally and have proper access to our facilities.

Providing excellent member service to people with disabilities

Royal Canadian Yacht Club is committed to excellence in serving all Members and guests including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication

We will communicate with people with disabilities in ways that taken to account their disability. We will train employees who communicate with Members and guests on how to interact and communicate with people with various types of disabilities.

2. Telephone Services

We are committed to providing fully accessible telephone service to our Members and guests. We will train employees to communicate with Members and guests over the telephone in a clear and plain language to speak clearly and slowly.

We will offer to communicate with Members and guests by email if telephone communication is not suitable to their communication needs or is not available.

3. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our Member services. We will insure that our employees are trained and familiar with various assistive devices that maybe used by Members and guests with disabilities while accessing our facilities.

We will also ensure our employees know how to use the following various assistive devices such as, cane and wheelchair etc. that may be used by Members and guests at our facilities.

Any person with a disability who is accompanied by a support person will be allowed to enter the Royal Canadian Yacht Club's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented having access to his or her support person while on our premises.

4. Notice of temporary disruption

Royal Canadian Yacht Club will provide Members and guests with notice in the event of a planned or unexpected disruption in the facilities for services usually by the Members and guests. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

5. Training for employees

Royal Canadian Yacht Club will provide training to all employees and others who deal with our Members and guests the training will include the following:

- The purposes of Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- What to do with if a person with a disability is having difficulty in accessing our services
- How to interact with people who use an assistive device or require the assistance of service animal or support person
- How to communicate with people with various types of disabilities
- Royal Canadian Yacht Club's policies, practices and procedures relating to AODA Customer Service standards

6. Feedback process

The ultimate goal of the Royal Canadian Yacht Club is to meet and surpass member expectations while serving members with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated.

Feedback regarding the way the Royal Canadian Yacht Club provides services to people with disabilities can be made by:

- To the General Manager by completing a Suggestion/Comment card and placing it in the box located on the upper level in the Informal Dining area of the Club and Island location in the Informal Dining Room
- On our Royal Canadian Yacht Club website

7. Modification to this or other policies

We are committed to developing Member service polices that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of the Royal Canadian Yacht Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.