

Royal Canadian Yacht Club

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service

RCYC takes great pride in following proper procedures and offering exceptional service to persons with disabilities. Below are the following procedures required under the Accessibility for Ontarians with Disabilities Act, 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.

A. When serving a customer with a disability ensure you remember the following key characteristics.

- **Respect:** Viewed in the same way as others
- **Dignity:** A customer with a disability is valued and deserving of effective and full service.
- **Independence:** Freedom from control or influence of others – freedom to make one's own choices.
- **Equal Opportunity:** Allow customers to benefit from the same services
- **Integration:** Services should be made available the same place and in the same similar way as other customers

B. Always remember the following if there are difficulties accessing our services when serving persons with a disability.

- Introduce yourself
- Speak clearly and make eye contact
- Be flexible and take your time
- Ask: "May I Help You?"
- Solicit suggestions
- Offer to communicate via pen and paper
- Retrieve out-of-reach products
- Confirm that needs are met

C. Types of Disabilities:

1. Deaf , Oral Deaf, Deafened, or Hard of Hearing
2. Deaf / Blind
3. Intellectual / Development Disabilities
4. Learning Disabilities
5. Mental Health Disabilities
6. Disabilities affecting Mobility
7. Speech or Language Impairments
8. Vision Loss
9. Service Animals

D. Procedures for serving customers with Disabilities

1. When serving customers that are deaf, oral deaf, deafened, and hard of hearing be sure to:

- Attract the customer's attention before speaking. For example, try a gentle touch on the shoulder or wave of your hand.
- Don't shout.
- Make sure you are in a well-lit area where your customer can see your face.
- If the person uses a hearing aid, reduce background noise or move to a quieter area.

2. Serving customers who are deaf/blind be sure to:

- When speaking direct to your customer, not to the intervener.
- Identify yourself to the intervener when you approach your customer who is deaf/blind.
- A customer who is deaf/blind is likely to explain to you how to communicate with them.

3. When serving Customers with Intellectual/ Developmental Disabilities:

- Don't assume what a person can or cannot do.
- Use plain language.
- Make sure your customer understands what you've said. You can be direct and ask: "Do you understand this?"
- Provide one piece of information at a time. You can break down the information into simpler concepts, without exaggerating speech or gestures or being patronizing.
- You may want to ask if the information needs to be repeated.

4. When serving Customers with learning disabilities:

- Take some time — people with some kinds of learning disabilities may take a little longer to process, understand and respond.
- Provide information in a way that works for your customer. For example, keep a pen and paper handy. That way, you can explain, and then review and repeat the information using any additional notes.
- Be prepared to explain any materials you provide for your customers.

5. When serving Customers with mental health disabilities:

- Be confident and reassuring. As with all customers, listen carefully and focus on meeting the customer's needs.
- If the person appears to be in a crisis, ask them to tell you the best way to help.
- If a customer appears to show signs of a mental health disability, it may be helpful to keep in mind that the customer's reactions are not connected to you personally as a service provider or service agent. The customer is simply showing symptoms of mental illness.

6. When serving customers with disabilities affecting mobility:

- Ask before you help. People with physical disabilities often have their own ways of doing things.
- Respect your customer's personal space. Don't lean over them or on an assistive device.
- If you have permission to move a person in a wheelchair remember to make sure your customer is ready to be moved and that you describe what you're going to do beforehand. Don't leave the individual in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.

7. When serving Customers with speech or language impairments:

- Don't assume that just because a person has this disability, they also have another.
- Give your customer whatever time they need to get their point across.
- Ask questions that can be answered "yes" or "no," if possible.
- Don't interrupt or finish your customer's sentences. Wait for them to finish.

8. When serving customers with Disabilities with vision loss:

- Don't assume the individual can't see you.
- Identify yourself when you approach your customer and speak directly to him or her.

- Offer your elbow to guide the person. If they accept, walk slowly, but wait for permission before doing so.
- Identify landmarks or other details to orient your customer to the environment around them.
- If you're giving directions or providing any information, be precise and descriptive. For example, if you're approaching a door or an obstacle, say so.
- Don't leave your customer in the middle of a room. Guide them to a chair or a comfortable location. Don't walk away without saying good-bye.

9. When serving customers with service animals:

- Allow service and accessibility to anywhere customers normally have access.
- Offer assistance and wait to hear what to do.

E. ROYAL SERVICE

Customers with disabilities should be provided with equal opportunity and the **ROYAL SERVICE** standards established by the Royal Canadian Yacht Club. Royal Service is a philosophy, a mindset, an attitude that should be adopted by all employees.