



www.BeechwoodSouth.com

Accessibility Standard for Customer Service Plan

Last updated: November 24, 2012

Providing Goods and Services to People with Disabilities

Beechwood South Homes Association ("BSHA") is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our employees are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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 unless such access conflicts with another statute.

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.

Notice of temporary disruption

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

The notice will be placed in the window of the lifeguard office, posted on the BSHA website (www.beechwoodsouth.com) and provided by email to members who have provided us with an email address.

Training for staff

BSHA will provide training to employees and board members. Individuals in the following positions will be trained:

- Life guard
- Tennis instructor
- President
- Vice-president
- Secretary
- Treasurer
- Pool Coordinator
- Social Coordinator
- Membership Coordinator
- Webmaster

This training will be provided to staff as soon as possible after individuals have accepted a position.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- BSHA's 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
- How to use the any equipment or devices, available on-site or otherwise, that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing the BSHA pool or tennis courts

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

Feedback process

Customers who wish to provide feedback on the way BSHA provides goods and services to people with disabilities may phone or email any member of the board. They can also speak to any of the life guards and ask to have their feedback relayed to the board.

All feedback will be directed to the board president and/or vice-president and/or membership coordinator. Customers can expect to hear back in within one week.

Modifications to this or other policies

Any policy of BSHA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.