

The Albany Club

Accessibility Standards for Customer Service Policy and Procedure Manual

Customer Service Policy Statement:

The following policies and procedures have been established by the Albany Club to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07 Accessibility Standards for Customers.

1. Our Mission

To provide gracious service and a superior level of quality and facilities that meet the needs and wants of the club membership, while working in a friendly and healthy environment where we can achieve satisfaction, recognition and growth.

We will also ensure that our practices and procedures align with the Accessibility Standards for Customer Service key principals and strive to provide the same service to people suffering a disability.

2. Our Commitment.

To fulfill our mission the Albany Club is committed to excellence in serving all customers with dignity and respect and this includes people with disabilities. Through our policies and procedures outlined in this manual we will be able to offer the clubs facilities and benefits to people with disabilities in as close a manner as possible to our other members. The procedures outlined within are available for all people attending the club.

3. Providing goods and services for people with disabilities.

The Albany Club Accessible Customer Service Policy highlights ways in which the Albany Club and by extension the staff can aid people with disabilities to get maximum enjoyment from the club.

3.1. Assistive Devices.

The Albany club is committed to the implementation of the AODA and will ensure that our staff have been trained and are familiar with various assistive devices that may be used by customers with disabilities while they are accessing the clubs goods and services.

3.2. Communication.

Communication will be offered in ways that take into account the disability of the person. Staff members of the club will receive training when they are hired which will specify ways in which communication with disabled people can be done. This training will take into account their disabilities while providing communication with respect and dignity.

3.3. Service Animals.

The Albany Club welcomes service animals. People attending the club and their service animals will be allowed in all parts of the premises that is open to the public. Training will be given to staff to allow them to identify service animals and to accommodate disabled people who arrive on the premises with one. If staff cannot easily identify a service animal we will ask for a piece of documentation from a regulated health professional. Documentation must confirm that the service animal is required for the person disability.

3.4. Support Persons.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them onto the premises. Fees will not be charged for a support person attending functions and events in the club. However a fee will be charged at a pre-determined rate for any meals or beverages consumed by the support person while they are attending a club event.

Please arrange to contact the Catering Manager 48 hrs prior to the event for any special circumstances where fees may be waived, each case will be viewed and reviewed individually.

3.5. Notice of Temporary Disruption.

In the event of a planned or unexpected disruption to services or facilities for members or guests with disabilities the Albany Club will notify members or guests promptly through a section on the website as well as posting a notice in the office as well on club notice boards throughout the building. The notice will include information on the reason for the disruption as well as information detailing the expected length of time the disruption will be in effect.

3.6. Telephone and Email Communication.

We are committed to providing various means of communicating with club staff. Whether through telephone, email or club notifications all members of the staff will be trained to relay information in a clear and concise manner using plain language which is easy to understand.

We will always strive to communicate with a disabled person in a method which best suits their needs. This will also apply to billing where formats used to send billing information to disabled members will be sent in their requested format such as: Large print or hard copy.

4. Staff Training

The Albany Club will provide training to all employees and staff members and others who deal with the public or other third parties on behalf of the Albany Club. The training will be provided by the club to each person in a timely and practical manner. Staff will be trained on an ongoing basis when changes are made to any of the above policies, practices and procedures. Any new staff joining the team will be trained upon their hiring during their regular orientation.

Training will outline the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The Outline of the Clubs policies and procedures with regards to serving customers, members and all members of the public when they attend the club.
- Best practices for identifying and communicating with a person who has a disability.
- How to interact with people who have an assistive device, support person or require the aid of a service animal.
- A final review of these policies and procedures.

5. Modifications to these Policies and Procedures.

This policy stands as a set of guidelines to all people employed by the club. It is our expectation that these procedures will be followed in every instance when an employee is interacting with a disabled person on our premises. No changes will be made to this policy that will negatively impact people suffering from disabilities without consideration.

Any existing policies or procedures that do not respect the dignity of people with disabilities will be changed or removed.

6. Questions about Our Policy.

This policy exists to allow us to provide a fully accessible environment that takes into account the needs of all people who attend the club. If anyone has a question about this policy, or would like an explanation of the aspects within the policy please direct these inquiries to:

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