

Accessible Customer Service Plan

The Skate Canada Pickering Skating Club (SCPSC) is committed to excellence in serving all customers, including those with disabilities. Aligned with Skate Canada, our motto is simple – regardless of the ability, athletes with a disability are athletes first and SCPSC is committed to providing special needs athletes with learning programs and competitive opportunities.

Assistive devices

We will ensure that our staff members are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services within our facility. (i.e. Automatic power entry doors)

Communication

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

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.

- Only SCPSC regular Registration Fee (\$37.00) will be charged to a skater's support person for admission to the ice during programming.

We will notify customers of this through notice posted on our premises and our website.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the SCPSC 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 on the club website and at the arena on the club bulletin boards and/or club office window.

Training for staff

The SCPSC will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. 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 including Board Members, Coaches and Program Assistants. Training will be provided to staff within 30 days after hiring and include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- The SCPSC'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.
- What to do if a person with a disability is having difficulty in accessing the SCPSC's goods and services.
- Staff members will also be trained when changes are made to the SCPSC's plan.

Feedback process

Customers who wish to provide feedback on the way the SCPSC provides goods and services to people with disabilities can email us at info@pickeringsskatingclub.ca. Alternatively, letters can be mailed Attention SCPSC, P.O. Box 215, Pickering, ON L1V 2R4. All feedback will be directed to the President, who will respond within 7 days. Complaints will be addressed according to our organization's regular complaint management procedures.