Accessible Customer Service Standards

Accessible Customer Service Plan:
Providing Goods and Services to People with Disabilities:
The University Club at Queen’s Inc. is committed to excellence in serving all customers including people with disabilities.
We will ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing services.
We will communicate clearly with people in ways that take into account their disability.
We welcome people with accompanying service animals.
When a person with a disability is accompanied by a support person, the support person will be welcomed with the same courtesy.

Notice of temporary disruption:
In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, The University Club at Queen’s Inc. will notify members and guests 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 entrance doors and on our website.

Training for staff:
The University Club at Queen’s Inc. will provide training to employees, volunteers and others who deal with our members and their guests. This training will be provided to new staff at time of hire.
Training will include: An overview of the Accessibility for Ontarians with Disabilities Act, Ltd.’s which includes: 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 automatic door openers. What to do if a person with a disability is having difficulty in accessing The University Club at Queen’s Inc. this training is in addition to our own policy related to customer service standards.
Staff will also be trained when changes are made to our plan.

Feedback process:
Customers who wish to provide feedback on the way The University Club at Queen’s Inc. provides services to people with disabilities can do so by; e-mail, verbally, written, or telephone call.
All feedback will be directed to Debra Hill – Club Manager.
hilldeb@queensu.ca 613-533-6000 ext 74911
168 Stuart Street, Kington, Ontario K7L 2V8

Modifications to this or other policies:
Any policy of The University Club at Queen’s Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.