



# Mooredale House Community Centre Accessibility Standards for Customer Service Policy Statement December 9, 2011



This policy contains statements that meet the requirements of the Customer Service Standard and other items that are good practices. This policy will be revised as other standards are introduced under the Accessibility for Ontarians with Disabilities Act, 2005.



## 1. **Our Mission**

*The Rosedale – Moore Park Association operates Mooredale to provide recreational, cultural and educational programs for our members. A non-profit, charitable organization, Mooredale strives to be a focal point for the community.*

*Membership at Mooredale enables families or individuals to enroll in any courses, activities or clubs offered by Mooredale. New members are welcome whether or not they reside within the boundaries of the Rosedale – Moore Park area.*

## 2. **Our Commitment**

In fulfilling our mission, Mooredale strives at all times to provide its programs, goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs, goods and services and allowing them to benefit from the same services, in the same place, and in a similar way as other participants wherever possible.

## 3. **Providing Programs, Goods and Services to People with Disabilities**

Mooredale is committed to excellence in serving all participants, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- *Popular fall, winter and spring team sports for children*
- *Recreational and special interest programs for children, youth and adults*
- *Mooredale Swimming Pool Club*
- *Mooredale Soccer Club*
- *Mooredale Concerts featuring outstanding artist and our youth orchestras*
- *Mooredale Preschool offering a full range of provincially licensed early childhood education opportunities for children 18 months to 5 years old*
- *Mooredale Day Camps for children 4 to 12 years old*
- *Mayfair – Mooredale’s annual outdoor fair held at Rosedale Park since 1946*
- *A wide variety of special community events*
- *Mooredale News, a newsletter published regularly for members*

### 3.1 **Communication**

- We will communicate with people with disabilities in ways that take into account their disability.
- We will provide publications in formats that are accessible for people with disabilities.
- We will train staff and volunteers on how to interact and communicate with people with various types of disabilities.

### **3.2 Telephone Services**

- We are committed to providing accessible telephone services to our participants.
- We will train office staff/volunteers to communicate with participants over the telephone in clear and plain language and to speak clearly and slowly.
- We will offer to communicate with participants by email, TTY (Teletype), relay services) if telephone communication is not suitable to their communication needs, or is not available.

### **3.3 Assistive Devices**

- We are committed to serving people who use assistive devices to participate in and benefit from our programs, and services.
- We will ensure that people are permitted to use their own personal assistive devices to access portions of the facility that are accessible for programs and services.
- We will familiarize staff and volunteers with the various assistive devices that may be used by participants with disabilities while accessing our programs.
- Upon a participant's request, we will make every effort to work with the participant to provide access to the requested program or service and to cover relevant financial expenses, upon approval from the Board of Directors.

### **3.4 Accessibility Committee/Liaison**

- We are committed to establishing an Accessibility Committee to oversee all issues relating to accessibility in consultation with the Board/Council.
- Membership on the Accessibility Committee membership will be comprised of Mooredale Members who are champions of accessibility for people with disabilities, including persons with disabilities or family members, persons who are professionally or personally interested in accessibility, members of the Board/Council, and staff members.
- The Accessibility Liaison/Committee will have several roles:
  - The committee will establish policies on providing accessible programs, goods and services to participants with disabilities that are in compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
  - The committee will monitor our programs, goods and services to ensure that practices and procedures are consistent with our governing policies.
  - The committee will coordinate accessibility training and training materials for all relevant staff and volunteers.

- The committee will ensure that assistive devices provided by Mooredale are in good working order and that requests for assistive devices are met, as per approval from the Board/Council.
- The committee will be responsible for developing feedback procedures, reviewing feedback on accessibility and responding to any complaints or concerns.

**4. Use of Service Animals and Support Persons**

- We are committed to welcoming people who are accompanied by a service animal on parts of our premises that are open to the public and other third parties.
- We will ensure that all staff, volunteers and others dealing with participants are trained on how to interact with people who are accompanied by a service animal.
- We are committed to welcoming people who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Mooredale premises with his or her support person.
- Mooredale will have the option to charge fees to the support person, depending on the activity or program involved. In this case, Mooredale will include a statement in promotional information or application forms that, “Fees will be charged to support persons for this activity to cover costs only”. Participants will be informed of these fees by a notice in the promotional materials, as well as on the website announcement of this activity, and posted at the activity room.

**5. Notice of Temporary Disruption**

Mooredale will provide participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be delivered to participants by means of website announcement, email, and a poster at the entrance to the facility.

**6. Training for Staff and Volunteers**

Mooredale Accessibility Committee will be responsible for coordinating training for all employees, volunteers and others who deal with participants or other third parties on our behalf, and all those who are involved in the development and approvals of accessibility policies, practices and procedures.

Individuals holding the following positions will be trained:

- Managers
- Teachers
- Pool and Camp Staff
- Maintenance and Security staff
- Volunteers working with members or the public

## **7. Feedback Process**

The ultimate goal of Mooredale is to meet and surpass expectations while serving participants with disabilities.

Comments on our programs, goods and services regarding how well those expectations are being met are welcome and appreciated.

- Feedback regarding the way Mooredale provides programs, goods and services to people with disabilities can be made by
  - Email to [accessible@mooredale.on.ca](mailto:accessible@mooredale.on.ca)
  - By telephone to Joanna at 416-922-3714 ext 103
  - Feedback message card available from [www.mooredale.org](http://www.mooredale.org)
- All feedback will be directed to the Accessibility Committee.
- Participants can expect to hear back in within 2 weeks.
- Confidentiality will be respected

Complaints will be addressed according to the procedures outlined by the Accessibility Committee. Complaint procedures will be documented by the Accessibility Committee and made available to the membership.

## **8. Modifications to this or Other Policies**

We are committed to developing accessibility policies that respect the dignity and independence of people with disabilities.

- No changes, therefore, will be made to this policy before considering the impact on people with disabilities or their families.
- Any policy of Mooredale that does not respect the dignity and independence of people with disabilities will be modified or removed.

## **9. Questions about This Policy**

This policy seeks to achieve service excellence to participants with disabilities. If anyone has a question about the policy, or its purpose, an explanation or reply will be provided by Doug Reid, *Accessibility Committee & Property Director*.



## FEEDBACK FORM

Dear Valued Participant,

We strive to improve accessibility for our participants with disabilities. We would like to hear your comments, questions and suggestions about the provision of our programs, goods and services to people with disabilities. Participant feedback forms are available at the main entrance vestibule to Mooredale and also inside the Preschool entrance door at the Coach House, when the buildings are unlocked. You are also able to download the form from our website ([www.mooredale.org](http://www.mooredale.org)) or email [accessible@mooredale.on.ca](mailto:accessible@mooredale.on.ca) .

Please call 416-922-3714 ext 103 or e-mail [accessible@mooredale.on.ca](mailto:accessible@mooredale.on.ca) to share your comments, or request a copy of our accessibility policy. You can also leave your feedback form in the mail box located at our front door.

Thank you,

Doug Reid,  
Accessibility Committee Member  
Property Director, RMPA Board



# MOOREDALE

## Record of Participant Feedback

Date feedback received: \_\_\_\_\_

Name of participant (optional): \_\_\_\_\_

Contact information (if appropriate):

\_\_\_\_\_  
\_\_\_\_\_

Details:

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Follow-up:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action to be taken:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Accessibility Liaison/Committee Member: \_\_\_\_\_

Date: \_\_\_\_\_