

Providing Goods and Services to People with Disabilities

1. Accessibility Statement

The **Victoria Park Neighbourhood Association** is committed to excellence in serving all customers including people with disabilities.

2. Assistive Devices

The Victoria Park Neighbourhood Association will ensure that our instructors and volunteers become familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services. The Victoria Park Neighbourhood Association will inform our instructors and volunteers to ask for assistance from City of Kitchener staff if a customer is in need of an assistive device.

3. Communication

The Victoria Park Neighbourhood Association will communicate with people with disabilities in ways that take into account their disability. The Victoria Park Neighbourhood Association will provide communication based on the individuals needs and upon request.

4. Service Animals

The Victoria Park Neighbourhood Association welcomes people with disabilities and their service animals. Service animals are allowed on the parts of the premises that are open to the public. The Victoria Park Neighbourhood Association will approach their City of Kitchener liaison to help problem solve if this situation arises.

5. Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them into a program at no-charge. If a customer requires a support person, they should submit a request at least two weeks prior to the start of the program. The Victoria Park Neighbourhood Association will notify customers of this through newsletters, websites and registration forms.

6. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities at the Downtown Community Centre or other program location, the Victoria Park Neighbourhood Association 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 at the front desk of the Downtown Community Centre, or on the front doors if the centre is closed.

The Victoria Park Neighbourhood Association will be conscious of the customers who utilize our programs and services and notify those with special circumstances as early as possible.

7. Training for Instructors and Volunteers

The Victoria Park Neighbourhood Association will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- Drop-in or weekly program coordinators or instruct
- Special events volunteers
- Board directors and members-at-large

This training will be provided to Instructors and volunteers within 3 weeks of being hired or accepted.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- A review of the VPNA's 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 access the elevator at the DCC or any other equipment that may become available to help provide services to those with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Victoria Park Neighbourhood Association's goods and services.

8. Feedback Process

Customers who wish to provide feedback on the way the Victoria Park Neighbourhood Association provides goods and services to people with disabilities can email us at info@victoriaparkna.com, or leave a message for us at the Downtown Community Center, at 519-741-2501.

All feedback will be directed to the current chair of the VPNA.

Customers can expect to hear back in 10 business days.

Complaints will be addressed according to our organization's regular complaint management procedures.

9. Modifications to this or other policies

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