



Hillside Lake Park Recreation Inc.

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www.hillsidepark.com

ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Goods and Services to People with Disabilities

Hillside Lake Park Recreation Inc. is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

Communication

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

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. Service animals are required to wear coat identifying them when on beach.

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. We will notify customers of this in our price brochure available at the office. Pricing is also available via phone or through email.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities notice may be provided in a variety of ways. Hillside Lake Park Recreation Inc. will notify customers as quickly as possible, informing customers about the reason for the disruption, the anticipated length of time and a description of alternative facilities or services, if available. Information is always attainable by contacting the office.

Training for Staff

Hillside Lake Park Recreation Inc. 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: Owners, Managers, all Staff and all Volunteers (those part of the Recreation Committee and those that are in charge of events). The training will be provided to staff at the beginning of every season, and immediately upon hiring for those hired later in the season. Training will be provided for all volunteers at the beginning of each season or as needed.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Hillside Lake Park Recreation'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 support person
- What to do if a person with a disability is having difficulty in accessing Hillside Lake Park's goods and services

Staff will also be trained when changes are made to our plan.

Feedback Process

Customers who wish to provide feedback on the way Hillside Lake Park Recreation Inc provides goods and services to people with disabilities can email, phone, or use our feedback card found at the office or online at <http://www.hillsidepark.com/ParkDirections.html> . All feedback will be directed to Hillside Management. Customers can expect to hear back in 10 days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications To This or Other Policies

Any policy of Hillside Lake Park Recreation Inc. that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.