

NIAGARA ACADEMY OF TENNIS INC.

Customer Service Policy Statement:

Providing Goods and Services to People with Disabilities

Our Commitment

NIAGARA ACADEMY OF TENNIS INC. strives at all times to provide its 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 goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing Goods and Services to People with Disabilities

NIAGARA ACADEMY OF TENNIS INC. is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication

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

2. Telephone Services

We are committed to providing accessible telephone service to our customers with disabilities. We will communicate over the phone with customers with disabilities in clear and plain language and to speak clearly and slowly.

3. Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff is familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

4. Invoices

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be available in the following formats upon request: hard copy, large print, email or other as is reasonably possible. We will answer any questions customers may have about the content of an invoice in person, by telephone or by email.

5. Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will ensure that all staff is properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

6. Notice of Temporary Disruption

We will provide customers 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, its anticipated duration, and a description of alternative facilities or services, if available.

7. Training for Staff

NIAGARA ACADEMY OF TENNIS INC. will provide training to all employees who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

Program Director, Tennis Director, Head Coach and Coaches, Teachers and General Manager, and all managers associated with the preceding listed positions.

Training will be provided within one month after staff commences their duties.

Training will include the following:

- Our policies, practices and procedures relating to the customer service standard. The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of 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 our goods and services
- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of **NIAGARA ACADEMY OF TENNIS INC.** is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Any complaints will be addressed by the appropriate manager or multiple managers in a timely manner.

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes to this policy will be made before considering the impact on people with disabilities. Any policy of **NIAGARA ACADEMY OF TENNIS INC.** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities.

If anyone has a question about this policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Managing Director of **NIAGARA ACADEMY OF TENNIS INC., Ana Delgado. E) adelgado@niagaraacademy.ca**

Lezlie Murch
President, Niagara Academy of Tennis Inc.

Date: December 2015