



Policy Statement

The YMCA-YWCA of Guelph is committed to being accessible to all including persons with disabilities. We will make every reasonable effort to provide programs and services in a manner that will give equal opportunity which respects the dignity and independence of persons with disabilities.

The following service standards consider the following principles:

- Independence
- Dignity
- Integration
- Equal opportunity

Our Service Standards

Assistive Devices:

The YMCA-YWCA of Guelph will ensure our staff are familiar with various assistive devices that may be used by our participants with disabilities while accessing our programs and services.

Possible barriers to the use of assistive devices will be removed where they can be.

Service Animals:

We welcome people with disabilities and their service animals. Service animals are allowed within our facilities unless prohibited by law.

If an issue may occur, we will make every reasonable effort to find an alternative measure which is satisfactory to all involved.

Support Persons:

Participants with disabilities who need the help of a support person are welcome to have persons to accompany and assist them in accessing our programs and services. We will not charge a fee to the support person to accompany and assist a participant with a disability.

Communication:

We will communicate with persons with disabilities in ways that take into account their disability. If difficulty arises, the staff will politely ask the individual as to the best method for communicating with them.

Training:

The YMCA-YWCA of Guelph will provide training to our staff who deals directly with our participants. This training will be provided to new staff prior to completion of their probation period and when changes are made to our accessibility service standards.

Notice of Disruption:

In the event of an unexpected or planned disruption to services or facilities we will post notice. The notice will explain the reason and expected date of return back to service and alternative measures, if any, are available during the disruption.

The notice will be posted (by Y Marketing and Communications staff) in obvious locations around the facility and posted on our website when the service disruption is expected to last for an extended period of time.

Feedback:

Participants are invited to provide feedback through our comment card system, by voicemail to extension 223 at 519-824-5150, email to contact@guelphy.org and verbally to our member service staff or manager on duty.

Feedback is handled by our member service staff and directed to the appropriate area manager and responded to within 72 hours.

Notice of Availability and Format of our policy and service standards:

Copy of our accessibility policy and standards can be attained through our member service manager. We will make every effort to provide this information in a format that takes into account the person's disability.