



Documents Available Notification (AODA)

Dear Valued Customers,

Womens Fitness Clubs of Canada has created policies and procedures to meet their obligations regarding customer service outlined in the Integrated Accessibility Standards under the *Accessibility for Ontarians with Disabilities Act. 2005*.

Our accessibility policies are available for your review in a number of formats. Should you wish access to these documents, please notify:

Melissa Stupp

Human Resources Manager

melstupp@sympatico.ca

905-731-1520 ext 45

Thank you. We appreciate your business and look forward to seeing you again soon!

Management



Women's Fitness Clubs of Canada

Accessibility Policy's

Women's Fitness Clubs of Canada (WFCC) is committed to excellence in serving all customers, including people with disabilities. In accordance with AODA, the Women's Fitness Clubs of Canada has established policies in the following areas:

Assistive Devices

Women's Fitness Clubs of Canada (WFCC) will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

WFCC is committed to providing service excellence in the delivery of all programs and services to its members who may require the use of assistive devices.

Service Animals

Under the Accessibility for Ontarians with Disabilities Act, an animal is deemed to be a service animal for the purposes of assisting a person with a disability based on the following criteria:

- a. If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

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.

Support Persons

Under the Accessibility for Ontarians with disabilities Act, a support person means, in relation to a person with a disability:

- Another person (hired or chosen) who accompanies him/her in order to help with communication, mobility, *personal care* or *medical needs*, or with access to goods or services.
 - o *Personal care* in accordance with the AODA standards may include but not limited to:
 - Physically transferring an individual from one location to another
 - Assisting an individual with eating or using the washroom
 - o *Medical needs* in accordance with the AODA standards may include but not limited to:
 - Monitoring an individual's health
 - Providing medical support by being available in the event of a medical situation/emergency (i.e. seizure)
 - o A person with a disability who is accompanied by a support person will not be prevented from having access to her support person while on WFCC premises.
 - o Support Fees
 - o WFCC will not charge fees to any/all support persons that accompany a person with disabilities, as long as they are not using WFCC's equipment.
 - o A support person must at all times be functioning as a support person.
 - o Support person must be female.

Communications

WFCC will make every effort to communicate with persons with disabilities in ways that take into account their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving, and requesting WFCC goods, services, and facilities.

All communications can be provided/available in:

- o Paper Form
- o Electronic Form
- o Large Print
- o Other as may be determined

Service Disruptions

WFCC will ensure that all communication postings will be prepared in an accessible manner.

- o Accessible manner may include, but not limited to:
 - Online via web site
 - Via staff who will be informed and able to provide information to club members

All notices will provide the following information:

- o The reason for disruption
- o How long the disruption is expected
- o What alternative facilities or services exist

If the disruption is planned then a notice with this information shall be provided in advance of the planned disruption.

Feedback

WFCC invites customers to give feedback on how we can provide accessible customer service.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve WFCC services.

Feedback received will be redirected to the most appropriate contact person within the club.

*****Note*** Women's Fitness Clubs of Canada will make every reasonable effort to respond to feedback promptly (24hrs). However, some feedback may require more time to review and implement. WFCC requests that those providing feedback respect this process.**

Training

Members of WFCC who either work with customers or create customer service plans will be trained. The most effective training will be customized to the needs of our organization and will include:

- o An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- o WFCC's plans to provide accessible customer service.
- o How to interact with people with various types of disabilities.
- o How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- o How to use any equipment or devices available at the workplace to assist with providing goods or services to people with disabilities.
- o What to do if a person with a disability is having difficulty accessing WFCC's goods or services.

- o WFCC will provide the appropriate training to all members of the staff.
- o Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.
- o Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.
- o WFCC will dedicate one member of the Executive to be a key contact for questions regarding AODA concerns.



AODA – Alternate Format Request Form

Womens Fitness Clubs of Canada is committed to providing accessible, quality services. Communications in alternate formats will be made available upon request within a reasonable time period in a mutually agreed upon format. Please complete and submit the below form to Melissa Stupp (melstupp@sympatico.ca) or call 905-731-1520 ext. 45 to submit a request.

First Name:	Last Name:
Date of Request:	Phone Number:
Address:	
City:	Province:
Postal Code:	Email:
Document/Communication Support Requested:	
Preferred Format:	
<p>Note: the types of alternative formats available from Womens Fitness Clubs of Canada may include:</p> <ul style="list-style-type: none">• Large print• Email• High contrast hard copy• Audio – in person or phone	
Additional Comments:	



AODA – Statement of Commitment to Accessibility

Womens Fitness Clubs of Canada is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act* (2005), and its associated standards and regulations.

Womens Fitness Clubs of Canada understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and as an organization, Womens Fitness Clubs of Canada is committed to working with the necessary parties to make accessibility for all a reality. For more detailed information on our accessibility policies, plans, and training programs, please contact our Human Resources Manager, Melissa Stupp at 905-731-1520 ext. 45.

Sincerely,

Management

Womens Fitness Clubs of Canada



Customer Service Feedback Form

Thank you for visiting Womens Fitness Clubs of Canada! We value all of our customers and strive to meet everyone's needs.

Please tell us the date and location of your visit:

Date: _____ Location: _____

1. Were you satisfied with the customer service we provided you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Comments:

2. Was our customer service provided to you in an accessible manner?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Comments:

Womens Fitness

Clubs of Canada

3. Did you experience any problems accessing our goods and services?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Somewhat
------------------------------	-----------------------------	-----------------------------------

Comments:

Contact Information (optional)

Name: _____

Phone Number: _____

Email: _____

Thank-you,
Management!