



Accessible Customer Service Policy

Policy Statement:

The Customer Service Accessibility Policy (“the Policy”) applies to employees, volunteers and contractors who provide goods and/or services to customers within Bingo World, or on its behalf (“staff”).

This Policy of Accessibility Standards for Customer Service is based on the core principles of independence, dignity, integration and equality of opportunity, for customers with disabilities.

Staff will respond to customers requiring accessible customer service in a respectful manner, with the appropriate accessibility tools that Bingo World has available.

Application

The Policy applies to all staff who provide goods and/or services to customers within Bingo World, or on its behalf.

Confidentiality

All interactions between customers and employees of Bingo World regarding the application of this policy will be considered confidential and will be disclosed only as required to provide appropriate customer service or as required by law.

Feedback Process

Feedback regarding Bingo World’s provision of goods and/or services to customers with disabilities can be made verbally, in writing, through our website and via email.

Feedback or complaints may be provided by customers or from a friend, relative, legal guardian or support person of a customer with a disability.

The Bingo World Accessible Customer Service Feedback Form can be downloaded from our website at bingoworld.ca or a copy can be obtained at the Manager’s Office in each facility. See Appendix A for sample.

A response will be provided within thirty days of receipt.

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

Documentation To Be Made Available

This document will be made available to any member of the public upon request. It will be made available for viewing on our website at bingoworld.ca or you can request a copy via phone or email. A copy will be provided in a format that takes into account the person’s disability. Bingo World and customers with disabilities may agree on the format to be used.

Practices and Procedures

Bingo World is committed to using reasonable efforts to provide excellence in serving all customers including people with disabilities. Bingo World will carry out our functions and responsibilities in the following areas:

Communication

Bingo World is committed to ensuring that its staff is aware of how to interact and communicate with customers with various types of disabilities and will provide appropriate training to its employees.

Bingo World staff will communicate in a clear manner that considers the customer's disability and should exhibit appropriate behaviour towards customers who use assistive devices, service animals and/or support persons.

Other non-employee staff is to be trained by their employers.

Personal Assistive Devices

Bingo World is committed to ensuring that its staff is aware of and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all time when accessing Bingo World goods and services.

Service Animals

Bingo World is committed to ensuring that its staff welcomes customers with disabilities who are accompanied by a guide dog or service animal in the areas of our premises that are open to the public.

(A "guide dog" is a dog trained as a guide for a blind person and having the qualifications prescribed by the Regulations under the Blind Persons' Rights Act).

(An animal is a "service animal" for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability or where the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability. There are many types of service animals, including, but not limited to, guide dogs, seizure alert animals, hearing alert animals, and emotional support animals).

Bingo World will ensure that its employees dealing with customers are trained on how to interact with customers with disabilities who are accompanied by a guide dog or service animal.

Customers who require the assistance of service animals are responsible for them while at a Bingo World facility. Responsibilities include

- supervising and keeping the service animal in control at all times. Bingo World staff are not required to handle service animals;
- making certain the service animal is well-behaved and as unobtrusive as possible; and,
- ensuring that the service animal does not engage in behaviour that would threaten the health and/or safety of others.

Support Persons

Bingo World is committed to ensuring that its staff is welcoming to customers with disabilities who are accompanied by a support person (must be over the age of 18) in the areas of our premises that are open to the public.

(A “support person” is a person who accompanies a person with a disability to help with communication, mobility, personal care, medical needs or with access to goods and/or services).

Bingo World will ensure that its employees dealing with customers are trained on how to interact with customers with disabilities who are accompanied by a support person.

Notice of Temporary Disruption

Bingo World strives to operate its services and facilities without interruption. However, at times disruptions in services and facilities will occur. Bingo World recognizes that customers with disabilities often use particular services or facilities to access Bingo World’s goods and services. Should a planned or unexpected temporary disruption in the services or facilities occur, in whole or in part, Bingo World will make reasonable efforts to provide customers with notice of these disruptions.

When this type of disruption occurs, Bingo World will ensure the following:

- A notice be placed on the main entrance doors of the facility. (See Appendix B for sample)
- Include information about the reason for the disruption
- Include its anticipated duration
- Include a description of alternative facilities or services, if available.

Training for Staff

Bingo World 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:

Club Managers

Staff (Sessional Managers, Callers, Runners, Snack Bar and Maintenance)

Charity members and volunteers will have the option of attending the Bingo World training sessions and will have unlimited access to materials and literature.

This training will be provided to staff upon hiring.

Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 (OADA) and the requirements of the Accessibility Standards for Customer Service
- A review of Bingo World’s Customer Service Accessibility Policy, Practices and Procedures relating to the Accessibility Standards for Customer Service.
- How to interact and communicate with customers with various types of disabilities.

Training for Staff (cont’d)

- How to interact with customers with disabilities who use an assistive device or require the assistance of a guide dog, service animal or support person

- How to use the equipment or devices available on site or otherwise that may help with providing goods and services to customers with disabilities
- What to do if a customer with a disability is having difficulty accessing Bingo World's goods and services.

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

Modifications to this or other Policies

Any policy of Bingo World's that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Accessible Customer Service Feedback Form – Appendix A

Bingo World is committed to providing high quality customer service. We value all of our customers and strive to meet everyone's needs. We welcome your comments to help us monitor and improve our services and experiences.

Please submit your completed form to any of the following:

Mail or Deliver to:

ATTN: Access. Standards Bingo World Richmond Hill
350 Newkirk Road
Richmond Hill, Ontario, L4C 3G7
Fax: (905) 884-1505

ATTN: Access. Standards Bingo World Newmarket
1230 Kerrisdale Blvd
Newmarket, Ontario, L3Y 8Z9
Fax: (905) 836-4827

Please tell us the location, date and time you were at one of our facilities:

Location: Richmond Hill: _____

Newmarket: _____

Date: _____ (DD/MM/YYYY)

Time: _____

Did we meet/respond to your customer service need?

YES NO

Please circle one

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

YES NO

Please circle one

If NO, please explain below

If you wish to be contacted by a staff person, please provide your information

Full Name: _____ Daytime Telephone # _____

Address: _____

Email Address: _____

Note: Personal information contained on this form will be used solely for the purpose of responding to your request.



NOTICE OF SERVICE DISRUPTION

We are currently experiencing a service disruption.
The estimated length of the temporary disruption is from:

To

The following services and/or facilities are currently
unavailable:

due to

The following alternative services and/or facilities are
available:

Bingo World would like to thank you for your patience in this regard.

For additional information please see the on-duty manager.