



AODA Customer Service Policy

Application:

This Policy applies at each of the Ottawa-area Sensplex facilities managed by Capital Sports Management Inc.

- Bell Sensplex, 1565 Maple Grove Road, Kanata, Ontario
- Richcraft Sensplex, 813 Shefford Road, Ottawa, Ontario
- Thomas Cavanagh Sensplex, 5670 Carp Road, Kinburn, Ontario

Our commitment:

In fulfilling our mission of providing world class experiences daily in the Sensplex facilities, Capital Sports Management In. (CSMI) strives at all times to provide goods and services in a way that respects the dignity and independence of our customers with disabilities. We are also committed to giving customers with disabilities the same opportunity to access our facilities, goods and services and to allowing them to benefit from the same goods and services, in the same place and in a similar way as other customers.

Providing facilities, goods and services to customers with disabilities:

CSMI is committed to excellence in serving all customers including customers with disabilities and we will carry out our functions and responsibilities in the following areas:

- Communication:** We will communicate with customers with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with customers with various types of disabilities.
- Telephone services:** We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.
- Assistive devices:** CSMI welcomes our customers with disabilities to the Sensplex facilities and allows them to use their own personal assistive devices within the Sensplex facilities. We will ensure that our staff are trained and familiar with any assistive devices that we may have on site or that we may provide for use by customers with disabilities while accessing our goods and services, such as handicap shower stall facilities and elevators.
- Billing:** We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print,

email. We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

- e) **Other documentation:** Publicly available documents can be provided in an accessible format (e.g. large print, audio, text, email) or with communication support, upon request. CSMI will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner at a cost that is no more than the regular cost charged to other customers.

To request documentation in an accessible format or with communication support by phone, please call CSMI's General Manager at 613-599-0178. Requests can also be made by completing an [AODA – Request for Documentation in Accessible Format form](#).

Use of service animals and support persons

We are committed to welcoming customers with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public unless otherwise prohibited by law. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with customers with disabilities who are accompanied by a service animal. Customers should ensure that they have the proper documentation that identifies their animal as a certified service animal.

We are committed to welcoming customers with disabilities who are accompanied by a support person. At no time will a customer 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. Where a customer requires the assistance of a support person to participate in any Sensplex facility programming or to attend any Sensplex facility event, no fees will be charged in association with the participation or attendance of such support persons.

To obtain further information relating to the Sensplex facilities' service animal and support person policies, please contact the Sensplex facilities' General Manager at kinnairdb@sensplex.ca or 613-599-0178.

Notice of Temporary Disruption

CSMI will provide notice to the public when there is a temporary disruption of facilities or services used by customers with disabilities to access our goods or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services that may be available.

The notice will be placed at all public entrances and service counters on our premises. When possible, disruptions that are known in advance will be posted online and/or through the Sensplex Twitter account (@Sensplex).

Training for Staff

CSMI will provide training to all employees, volunteers and others who deal with the public or other third parties on its behalf, and all those who are involved in the development and approvals of corporate policies, practices and procedures.

Training will include the following:

- 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
- The location of our assistive devices and the persons who know how to use them.
- What to do if a person with a disability is having difficulty in accessing Sensplex goods and services
- CSMI policies, practices and procedures relating to the customer service standard.

Each staff member will receive this training as soon as practicable upon joining CSMI's team. Staff will also be trained on an ongoing basis when changes are made to Sensplex policies, practices and procedures.

Feedback process

The ultimate goal of CSMI is to meet and surpass customer expectations with serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Available methods of submitting feedback to CSMI are described below. All feedback should be directed to our team in the method most preferred by the individual.

In person – While attending a program or event at any of the Sensplex facilities, individuals may approach any program or event staff to provide feedback.

In writing – Written comments or questions may be mailed or delivered in person during regular business hours to:

Capital Sports Management Inc.
Attention: General Manager
1565 Maple Grove Road
Kanata, Ontario,
K2V 1A3

By email – Written comments or questions may be emailed to CSMI’s General Manager at the following email address: kinnairdb@sensplex.ca.

By Telephone – Individuals may call 613-599-0178 during regular business hours to speak with CSMI’s General Manager.

If comments/questions relate to a specific visit to a Sensplex facility, where possible, individuals should include the name of the facility and date of their visit. If they wish to be contacted about their feedback, individuals should provide their name and contact information. CSMI will endeavour to provide timely responses to any feedback where requested.

Any complaints received will be forwarded to a member of CSMI’s management team for investigation and response. CSMI will endeavour to provide a timely response to any complaints received.

Accessible formats or communication supports can be provided to assist in the feedback process. To request accessible formats or communication supports by phone, please call CSMI’s General Manager at 613-599-0178. Requests can also be made by completing an [AODA – Request for Documentation in Accessible Format form](#).

Questions about this policy

This policy exists to achieve service excellence for our customers with disabilities. Any questions about this policy should be referred to CSMI’s General Manager at the contact information noted above.