



CKC Accessible Customer Service Policy

Providing Goods and Services to People with Disabilities

The Canadian Kennel Club is committed to excellence in serving all customers including people with disabilities. Goods and services will be provided in a manner that is based upon the principles of dignity, independence, integration and equal opportunity to all of its customers. The provision of goods and services to persons with disabilities will be integrated wherever possible.

Assistive Devices

An assistive device is any piece of equipment a person with a disability uses to help them with daily living. We allow our customers with disabilities to use their personal assistive devices while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We recognize that every person and situation is different. Our staff will work with the individual to find a communication method that meets the person's needs.

Service Animals

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

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Additionally, the customer will not be prevented from having access to the support person while on our premises.

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Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, the Canadian Kennel Club will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. Depending on the nature of the disruption, notice will be provided on our website.

Training

The CKC will provide training on accessible customer service to:

- all employees & volunteers
- individuals who are involved in the development of our policies
- anyone who provides goods, services or facilities to customers on our behalf

New staff and staff who commence new duties that involve interaction with the public will undertake training as part of their orientation. Training will be provided to new employees as soon as practicable. Training will also be provided on an ongoing basis in connection with changes to our plan governing the provision of goods and services to persons with disabilities.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- CKC's policies related to 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
- How to use the equipment or assistive devices that are available on our premises that may help with the provision of goods and services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing our goods and services.

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Feedback Process

The Canadian Kennel Club welcomes feedback about the manner in which it provides goods or services to persons with disabilities. Customers who wish to provide feedback may do so, by emailing accessibility@ckc.ca; by telephone 1 855 364-7252 or by mail at:

Canadian Kennel Club

Att: Coordinator, People & Culture
5397 Eglinton Ave W
Etobicoke, ON M9C 5K6

All feedback, including complaints, will be directed to the Coordinator, People & Culture for reply. Complaints will be addressed as soon as possible. However, some complaints may require more effort to address and must be evaluated for action. Customers can expect an acknowledgement within ten business days of receipt of the complaint.

Notice of Availability

This Accessible Customer Service Policy is available on the CKC website. A copy of the policy may also be requested by contacting our office.

Modifications to This or Other Policies

The Canadian Kennel Club is committed to ensuring that its customer service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. Any policy of the CKC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

