



CSWU Soccer Club – Policy Manual

## **POLICY - ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

Effective Date: 2019 Revision

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CSWU Soccer club offers an “All Abilities” program for everyone please visit

<http://cswusoccer.com/our-program/all-abilities-program/>

### Introduction

The Calgary South West United Soccer Club (CSWU) is committed to taking all reasonable steps to promote and support accessibility to our programs by all members of our club. By training and informing our Staff, Board/Executive Members and volunteers the CSWU will be able to provide accessible customer service to people with various kinds of disabilities.

### Scope of Policy

1.1 The Calgary South West United Soccer Club strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. The Calgary South West United Soccer Club is also committed to living people with disabilities the same opportunity to access our services by allowing them to benefit from the same services, in the same place and in a similar way as other members.

1.2 The Calgary South West United Soccer Club is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication - The establishment of policies, procedures and practices of services from the Calgary South West United Soccer Club to persons with disabilities.
2. The use of Service Animals, Support Persons and Assistive Devices by Persons with Disabilities.
3. Notice of Temporary Disruptions in Services and Facilities.
4. Staff and Volunteer Training.
5. Customer Service Feedback.
6. Notice of Availability of Documents.

It is within this Accessibility Policy that the Calgary South West United Soccer Club will ensure that every employee, member and customer of the Organization receives equitable services and accessibility with regards to employment and participation. The Calgary South West United Soccer Club is committed to providing accessible services for its employees and members. Services of the organization will be provided based on independence and equal opportunity for all constituents, so that persons with disabilities will benefit from the same services and in a comparable way as all other employee, members and customers.