



Accessible Client and Member Service Plan

Providing Services to People with Disabilities

YWCA Durham is committed to excellence in serving all clients and members, including people with disabilities, and is mindful of every person's right to independence, dignity, integration and equal opportunity.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by clients and/or members with disabilities while accessing our services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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 the premises.

Membership fees will not be charged for support persons for admission to YWCA Durham premises.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for clients and/or members with disabilities, YWCA Durham will notify clients and/or members promptly, as applicable. This clearly posted notice will include information about the reason for the disruption, its anticipated length time, and a description of alternative facilities or services, if available.