



## **ACCESSIBILITY POLICY**

### **Accessibility for Customer Service**

#### **As required by the Accessibility for Ontarians with Disabilities Act (AODA 2005)**

The following policy, practices and procedures have been established by The KW Sertoma Speed Skating Club (KWSSSC) to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07, "Accessibility Standards for Customer Service."

#### **Providing goods and services to people with disabilities**

KWSSSC strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. KWSSSC is committed to excellence in serving all customers including people with disabilities.

As part of our commitment to providing access to our services for all customers, KWSSSC will seek to remove obstacles faced by individuals with disabilities at practice locations and through our communications.

We will carry out our functions and responsibilities in the following areas:

#### **1. Communication**

When communicating with a person with a disability, KWSSSC will communicate in a manner that takes into account the person's disability. We will work with the person with a disability to determine what method of communication works for them.

We will offer to communicate with customers by telephone, if email communication is not suitable to their communication needs or is not available.

#### **2. Assistive devices**

KWSSSC recognizes that some individuals with disabilities may use assistive devices in order to access our services.

#### **3. Service Animals**

KWSSSC recognizes that some individuals with disabilities may require the use of 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, except ice services.

#### **4. Support Persons**

KWSSSC further recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

## **5. Notice of Temporary Disruption**

KWSSSC will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

## **6. Volunteers Training**

KWSSSC will provide training to volunteers or others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our services.

## **7. Feedback Process**

Customers who wish to provide feedback regarding the way KWSSSC provides goods and services to people with disabilities can email KWSSSC at [prez@kwspeedskating.com](mailto:prez@kwspeedskating.com), or can send a letter to the address posted on our website. All feedback including complaints will be directed to the President.

Customers can expect to hear back within 14 days.

## **8. Notice of Availability**

KWSSSC will notify the public of its policies by making them available on its website.

## **9. Modifications to this or other policies**

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

## **10. Approval**

This policy was approved by the KWSSSC Board of Directors on January 8, 2019.