

## **Cross Country Ski Ontario**

### **Accessibility Standard for Providing Services to People with Disabilities**

Cross Country Ski Ontario abides by all provincial and federal accessibility laws including, but not limited to, the Accessibilities for Ontarians with Disabilities Act. Cross Country Ski Ontario is committed to ensuring that all its members, be they women or men, able-bodied or disabled (physically or intellectually), have equal access to a complete range of opportunities within all aspects of the sport. Cross Country Ski Ontario offers services remotely through home offices operated in Thunder Bay, Ontario and McKellar, Ontario.

#### **Accessibility**

Cross Country Ski Ontario:

- Strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities.
- Commits to giving people with disabilities the same opportunity to access our goods and services by allowing them to benefit from the same services, in the same place and in a similar way as other customers.
- Commits to excellence in serving all customers including people with disabilities

It is the policy of Cross Country Ski Ontario that its working environment operates free from discrimination. This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Cross Country Ski Ontario whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy and operational procedures may result in disciplinary action up to and including termination.

#### **Understanding Disability and The AODA, 2005**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which applies to both the public and private sector is Provincial Legislation with the purpose of developing, implementing and enforcing mandatory accessibility standards in order to comply with such standards for accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by 2025. Ontario Regulation 429/07 "Accessibility Standards for Customer Service" states that organizations in Ontario must comply with the standards and provide their goods and services in accessible ways to people with disabilities.

#### **Communication**

Cross Country Ski Ontario will communicate with people with disabilities in ways that take into consideration their disabilities. Staff will be trained on how to interact and communicate with people with various types of disabilities. We are committed to providing fully accessible

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telephone service to our customers. Staff will be trained 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 another method, such as email, if telephone communication is not suitable to their communication needs or is not available. Customers will be offered alternative communication formats that will meet their needs in a reasonable manner. They will be offered in ways that fully maintain independence, dignity and equality. Information and documents will be available to customers in alternative formats to meet their needs.

### **Assistive Devices**

Cross Country Ski Ontario is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the organization's goods and services. Cross Country Ski Ontario will ensure that staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services. Assistive devices will be permitted and may be used by persons with disabilities when participating or benefitting from the goods and services pertaining to Cross Country Ski Ontario. Assistive devices may not be permitted if the use of the device poses risk to the health and safety of the person using the device or to others using the goods and services of the organization.

### **Service Animals and Support Persons**

Cross Country Ski Ontario is committed to welcoming people with disabilities who are accompanied by a service animal and/or a support person. Service Animals will be permitted entry for use by persons with disabilities to Cross Country Ski Ontario in all areas except for those prohibited by law. Cross Country Ski Ontario will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangement to provide goods and services shall be explored with the assistance of the person with a disability.

Support persons for people with disabilities are allowed to enter Cross Country Ski Ontario's premises. At no time will a person 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. Fees will not be charged for support persons for admission to Cross Country Ski Ontario's premises.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption in the facilities and services of Cross Country Ski Ontario, notice will be delivered in mass forms of communication which will include all available information concerning the disruption: reason, duration, alternate services and facilities available, as well as any other appropriate measures needed to be delivered to those affected. Notice of the disruption will also be placed at all public entrances and service counters

on our premises, as well as on Cross Country Ski Ontario's website.

**Training for Staff**

Cross Country Ski Ontario will provide professional and appropriate training to all employees, volunteers and others who deal with the public or other third parties on their behalf, as well as those who are involved in the development and approvals of customer service policies, practices and procedures.

**Feedback Process**

Cross Country Ski Ontario is committed to meeting and surpassing the unique needs and expectations of its customers while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and greatly appreciated. Feedback regarding policies, practices and procedures concerning goods and services provided to persons with disabilities can be made by email, phone, in person or by mail. All feedback should be directed to Cross Country Ski Ontario Administrator and/or Chair of the Board of Directors.

Complaints will be addressed according to the Cross Country Ski Ontario complaint process, as outlined in the complaints and disputes section of the Cross Country Ski Ontario website.

**Questions and Concerns about This Policy**

This Policy exists to achieve service excellence to customers with disabilities. If anyone has questions or concerns about this Policy, or if the purpose of the Policy is not understood, an explanation should be provided by, or referred to, the Administrator of Cross Country Ski Ontario.

Other sources to consider: Ontario Human Rights (<http://www.ohrc.on.ca/en/issues/disability>)  
Accessibility for Ontarians with Disability Act, 2005  
(<http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/OntarioAccessibilityLaw/2005/index.aspx>)