



## **ACCESSIBILITY POLICY**

AthletesCAN complies with the Province of Ontario's accessibility laws, including, but not limited to, the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA"). AthletesCAN provides its services in a way that respects the dignity and independence of people with disabilities. AthletesCAN provides people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as others. AthletesCAN is committed to excellence in serving all individuals, including people with disabilities and we will carry out our functions and responsibilities in the following areas:

### Communication

Communication and correspondence with people with disabilities will be conducted in ways that are considerate of their disabilities.

### Assistive Devices

AthletesCAN is committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our services and as such will ensure that staff is trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our services.

### Use of Service Animals and Support Persons

Any person with a disability who is accompanied by a service animal or support person will be welcomed on AthletesCAN premises and at AthletesCAN events that are open to the public and other third parties, except where the animal is excluded by law. At no time will a person with a disability who is accompanied by a support person or service animal be denied access to his or her support person or service animal while on our premises.

AthletesCAN will also ensure that all staff and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

Service or admission fees for support persons accompanying a person with a disability will be not be charged by AthletesCAN. Where applicable, individuals will be made aware of this by a notice posted on AthletesCAN premises.

## Notice of Temporary Disruption

AthletesCAN will provide individuals with a 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.

AthletesCAN will offer to communicate with individuals in person if a notice is not suitable to their communication needs.

## Training

AthletesCAN will provide training to all employees, volunteers and members of the organization on accessible customer service, as well as work-related accessibility training.

Training will include the following:

- The purposes of the *AODA* and the requirements of the customer service standard and regulations
- 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 equipment on business premises or otherwise that may help with the provision of services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing services provided by AthletesCAN
- AthletesCAN's policies, practices, and procedures relating to the *AODA* and its Regulations.

Upon amendments to this policy, AthletesCAN will provide training on an ongoing basis as the amendments require.

## Feedback Processes

AthletesCAN welcomes feedback from employees, and the public regarding the way services are provided to people with disabilities. Feedback may be provided verbally or by completing a feedback form available upon request.

## Information and Communications

AthletesCAN is committed to meeting the communication needs of people with disabilities. When asked, AthletesCAN will provide information and

communication materials in accessible formats or with communication supports. This includes publicly available information about our services and facilities, as well as publicly available emergency information. AthletesCAN will consult with people with disabilities to determine their information and communication needs.

### Employment

AthletesCAN will notify the public and staff that, when requested, AthletesCAN will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, AthletesCAN will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities. AthletesCAN is also committed to developing individual accommodation plans for employees with disabilities and employees who require accommodations in order to return to work from a disability.

### Accessibility

AthletesCAN is committed to improving accessibility. AthletesCAN is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Ontario *Human Rights Code* that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members, as well as the accessibility requirements of the organization.

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