



ACCESSIBILITY POLICY

Accessibility Standard for Providing Goods and Services to People with Disabilities As required by the Accessibility for Ontarians with Disabilities Act (AODA 2005)

The following policy, practices and procedures have been established by the Ontario Speed Skating Association 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."

The Ontario Speed Skating Association 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, Ontario Speed Skating will seek to remove obstacles faced by individuals with disabilities at any meeting space and through our communications. The Ontario Speed Skating Association does not have permanent office space but will only schedule meetings in fully accessible spaces for wheel chairs and other assisted walking devices with easy access to street level entryways and elevators.

We will ensure that staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or 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. Persons with disabilities that use service animals will be met in spaces accessible to service animals.

Support Persons

The Ontario Speed Skating Association 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 while accessing our goods and services.

Notice of Temporary Disruption

The Ontario Speed Skating Association will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. This notice will be provided in accessible formats and posted in public areas.

Training

The Ontario Speed Skating Association will provide training to employees, volunteers and 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.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Ontario Speed Skating's plan related to the customer service standard.
- 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 the elevators available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Ontario Speed Skating's goods and services

Feedback process

Customers who wish to provide feedback on the way the Ontario Speed Skating Association provides goods and services to people with disabilities can e-mail executivedirector@ontariospeedskaitng.ca or send a letter to the address posted on our website.

All feedback, including complaints, will be directed to the Executive Director. Customers can expect to hear back in 14 days.

Modifications to this or other policies

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