

Organization: Owen Sound Cycling Club

## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) COMPLIANCE MANUAL

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### Accessibility Standards for Customer Service - Policy Providing Goods and Services to People with Disabilities

#### Purpose:

1. The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the Accessibility for Ontarians with Disabilities Act, 2005, to establish a policy for the Organization for governing the provision of its goods and services to persons with disabilities.

#### Scope and Application

2. This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Organization whether the person does so as an employee, agent, volunteer or otherwise.

Failure to comply with this policy may result in disciplinary action.

#### Commitment

3. The Organization is committed to excellence in serving all members including people with disabilities. As such, our organization shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- a) The good or services will be provided in a manner that that respects the dignity and independence of persons with disabilities as well as their safety and the safety of other members.
- b) The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- c) Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- d) Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- e) When communicating with a person with a disability, members shall do so in a manner that takes into account the person's disability.

## Definitions

4. The following terms have these meanings in this policy:

- a) "Assistive Devices" – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e.: canes, crutches, wheelchairs, or hearing aids).
- b) "Disabilities" – As per the Ontario Human Rights Code, disability means:
  - i) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
  - ii) A condition of mental impairment or a developmental disability;
  - iii) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

iv) A mental disorder; or

v) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safe and Insurance Act, 1997; (“handicap”)

c) “Employees” – Every person who deals with members of the public or other third parties on behalf of the Organization, whether the person does so as an employee, agent, volunteer or otherwise.

d) “Persons with Disabilities” – Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code (noted above).

e) “Service Animals” – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

f) “Support Persons” – Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

#### Practices and Procedures

5. To implement this Policy, the Organization shall establish, evaluate and revise the practices and procedures noted below, as required on providing goods and/or services to persons with disabilities, while following these four core principles:

a) Dignity

b) Independence

c) Integration

d) Equal Opportunity

#### Assistive Devices

6. The Organization will ensure that member volunteers are trained and familiar with various assistive devices that may be used by customers/members with disabilities while accessing our goods or services. Every member volunteer shall use reasonable efforts to allow persons with disabilities to use their own

assistive devices to access goods and/or services.

7. The Organization currently provides the following types of assistive devices:

- a) Written documents/policies
- b) Ability to enlarge font on website

### Communication

8. The Organization will endeavour to use a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

### Service Animals

9. Service animals offer independence and security to many people with various disabilities. The Organization welcomes people with disabilities and their service animals on premises that are open to the public e.g. public meeting places at ride starts.

10. Examples of service animals include:

- Dogs used by people who are blind.
- Hearing alert animals for people who are deaf, deafened or hard of hearing.
- Animals trained to alert an individual to an oncoming seizure and lead them to safety.

11. Every member volunteer shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law at the particular venue. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.

12. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) a member volunteer may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a disability.

### Support Persons

13. Support people assist people with disabilities in a variety of way, by assisting

with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may be a volunteer, friend, or relative who will assist and support the customer/member.

14. Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support persons who are not participating as cycling club members, will be allowed free admission to the good and/or service being accessed by the person with a disability they are accompanying.

Support persons who are participating as cyclists in club activities (e.g. captain on a tandem bicycle for a visually impaired stoker) must be current members in good standing of an Ontario Cycling Association affiliated club and provide proof of same.

#### Feedback Process

15. Anyone who wishes to provide feedback on the way the Organization provides goods and services to people with disabilities can contact the club President through the link to the President's email on the Organization's website. Member/Participants can expect to hear back in 7 days. Complaints will be addressed according to our organization's regular complaint management procedures.

#### Provision of Documentation

16. The Organization shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service Policy to any person, in a format agreed upon by the parties.

#### Review and Amendments

17. Review and amendments shall take place annually prior to submission of documentation to the OCA for club recognition. Any Owen Sound Cycling Club policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## MEMBER/PARTICIPANT FEEDBACK FORM

The Organization is working hard to ensure that our services meet your needs and expectations. Your feedback is important to us - by answering the questions below, you will help us to better assist you by identifying opportunities for improvement.

1. Date and Time of your Visit:

2. Did we respond to your customer service needs today?

Yes      No

3. Was our customer service provided to you in an accessible manner?

Yes

No (please explain below)

Somewhat (please explain below)

4. Did you encounter any problems in accessing our services?

Yes

No (please explain below)

Somewhat (please explain below)

5. Please add any other comments you may have:

6. Customer contact Information (optional):

Thank You for Input! Your comments will be reviewed and carefully considered. If any changes are made to the way we provide customer service, notice will be posted at the Owen Sound Cycling Club website [www.owensoundcycling.ca](http://www.owensoundcycling.ca)