



DRSSC ACCESSIBILITY POLICY

Deep River Shoreline Sports Club (DRSSC) is committed to upholding and exceeding Ontario's legislation intended to remove barriers to accessibility for persons with disabilities. This includes providing equal access to employment, information, goods, and services, and treating persons with disabilities with dignity and respect in a way that takes their disability into account.

DRSSC will make every reasonable effort to meet the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005, including all applicable elements of the Integrated Accessibility Standards.

1. Information and Communication
2. Employment
3. Customer Service
4. Design of Public Spaces

DRSSC will ensure all employees, members, volunteers, and independent contractors are familiar with our policies, practices, and procedures for communicating with and providing services to persons with disabilities.

Information and Communication

DRSSC will make its information accessible to people with disabilities on request, by creating materials in accessible formats, and it will notify the public of the types of accessible formats provided.

Further, DRSSC will deliver alternate formats of information to clients, upon request. If a particular material cannot be converted into an accessible format that meets the needs of the person requesting it, DRSSC will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable to the person requesting it.

Employment

DRSSC welcomes and encourages employment applications from people with disabilities and will do its part to make hiring and employee support practices more accessible by providing accommodation during recruitment, hiring, and employment.

If a job applicant requests accommodation, DRSSC will consult with the applicant and provide suitable accommodation that takes the person's accessibility needs into account.

When making offers of employment, DRSSC will notify the successful applicant of its policies for accommodating employees with disabilities.

New employees will be reminded about the organization's job accommodation policies as soon as possible upon being hired, and notified when any future changes are made to policies. Policy and practice information will include available employment accommodations that will be provided for job related matters such as emergency response plans.

DRSSC will consult with an employee who requests it, to provide or arrange for the provision of accessible formats and communication supports that take the employee's needs into account when providing information that is needed to perform the employee's job.

Customer Service

DRSSC will provide customer service in a manner that removes barriers for people with disabilities according to the following key principles of the AODA:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Service to people with disabilities will be integrated with others, unless an alternate way of providing the good, service or facility is required by the person with the disability.
- Persons with disabilities will be given equal opportunity to use and benefit from the goods, services, or facilities an organization or business has to offer.
- We will communicate with people with disabilities in a way that takes the individual's disability into account.

Assistive Devices, and Service Animals, Service Dogs or Guide Dogs

Persons with disabilities who use an assistive device will be permitted to use their own device to access the goods and services of DRSSC.

If a person with a disability is accompanied by an identified guide dog or other service animal, DRSSC shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.

Support Workers

If a person with a disability is accompanied by a support person DRSSC will ensure that both persons are permitted to enter the premises together, and that the person with a disability is not prevented from having access to the support person while on the premises.

DRSSC will ensure that notice is given in advance if admission fees will be charged to support workers for accessing the good or service in their role as support person, including how much the fee will be.

Service Interruptions

If there is a temporary disruption in any of our services either in whole or in part, DRSSC will provide notice of the disruption to the public via as many channels as possible, in accessible formats, where available. We will physically post notices where the disruption is taking place as well as through any other channels that are appropriate such as email, phone, text, social media, or on our website.

Notice of the disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Process for Receiving Feedback

DRSSC will accept feedback about the way in which it provides goods and services to persons with disabilities by in person, by phone or email, or in another way that is suitable to a person with a disability.

When a complaint is received about the way we provide goods, services, or facilities to persons with disabilities, DRSSC will let the person who submitted the feedback know about the actions the organization will take to resolve the issue.

Transportation

DRSSC does not provide conventional or specialized commercial transportation services to passengers and is not required to adhere to the Transportation Standard.

Design of Public Spaces

If DRSSC redesigns or redevelops an outdoor public space such as a parking area, outdoor eating area or play space, exterior path of travel, recreational trail or beach access route, or an indoor or outdoor service counter, waiting area or queuing line, it will do so in accordance the Design of Public Spaces Standard of the AODA. DRSSC will also ensure any newly redesigned or redeveloped areas are maintained in accordance with the rules set out by the AODA.

DEFINITIONS

Definitions taken from the Accessibility for Ontarians with Disabilities Act, S.O. 2005, C. 11 or Ontario Human Rights Code.

“Accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice; (“obstacle”).

“Disability” is defined broadly by the Ontario Human Rights Code as:

1. "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 impediment, 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,
2. a condition of mental impairment or a developmental disability,
3. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. a mental disorder, or
5. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."