

ACCESSIBLE CUSTOMER SERVICE & ACCESSIBILITY POLICY

POLICY STATEMENT

The Coldwater Curling Club is committed to providing all members, customers and guests, including those with disabilities the same opportunity of access to our services.

GENERAL STATEMENT

This policy is intended to meet the requirements of Accessibility Standards for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005. All goods and services provided by our club shall follow the principles of dignity, independence, integration and equal opportunity; providing services to individuals that meet their needs.

DEFINITIONS

- A) Assistive Device** – an assistive device is any device used by people with disabilities to help with daily living. Assistive devices include a range of products such as wheelchairs, walkers, white canes, oxygen tanks, electronic communication devices.
- B) Disability** – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:
- 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 co-ordination, 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
 - a condition of mental impairment or a developmental disability;
 - a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - a mental disorder; or
 - an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- C) Service Animal** – as reflected in Ontario Regulation 429/07, a service animal is an animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter form a medical practitioner.

D) Support Person – as reflected in Ontario Regulation 429/07, a support person is a person who assists or interprets for a person with a disability as they access the services of the Coldwater Curling Club.

E) Notice of Disruptions in Service - service disruptions may occur due to reasons that may or may not be within the control or knowledge of our club. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use our goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

F) Feedback Process - our club shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Customers can e-mail the President of the Board through the Club Manager at curlcold@amtelecom.net

G) Training - training will be provided to contractors and volunteers of the Coldwater Curling Club as reflected in Ontario Regulation 429/07. Training will also be provided to people involved in the development of policies, plans, practices and procedures relate to the provision of our goods and services. Training will include:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - ❖ use assistive devices;
 - ❖ requires the assistance of a guide dog, service dog or other service animal; or
 - ❖ requires the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Our club's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

H) Notice of Availability - accessibility policies are available upon request to the managers of the Coldwater Curling Club at curlcold@amtelecom.net Or by calling The Club at (705) 686-3946. Policies will be also posted on our website at www.coldwatercurlingclub.com

I) Administration - this policy and its related procedures will be reviewed as required in the event of legislative changes. If you have any questions or concerns about this policy or its related procedures, please e-mail the President of the Board through the Club Manager at curlcold@amtelecom.net