



FEMMES ET SPORT AU CANADA CANADIAN WOMEN & SPORT

CANADIAN WOMEN & SPORT

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY

Definitions

1. 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 (e.g., canes, crutches, wheelchairs, or hearing aids).
- b) *"Disability"* – 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) *"Persons with Disabilities"* – Individuals who have a disability as defined under the *Ontario Human Rights Code* (noted above).
- d) *"Representative"* – Every person who deals with members of the public or other third parties on behalf of Canadian Women & Sport, whether the person does so as an employee, agent, volunteer, officer, director or otherwise.
- 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 access to goods or services.

Purpose

2. The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 165/16 of the *Accessibility for Ontarians with Disabilities Act, 2005*, to establish a policy for Canadian Women & Sport for governing the provision of its goods and services to persons with disabilities.

Scope and Application

3. This policy shall apply to all Representatives.

Commitment



4. Canadian Women & Sport is committed to excellence in serving all stakeholders including people with disabilities. Canadian Women & Sport 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 respects the dignity and independence of persons with disabilities.
 - 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 good or service.
 - 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, Representatives shall do so in a manner that takes into account the person's disability.

Practices and Procedures

5. To implement this Policy, Canadian Women & Sport 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. Canadian Women & Sport will ensure that Representatives are trained and familiar with various assistive devices that may be used by customers/members with disabilities while accessing goods or services. Every Representative shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.

Communication

7. Canadian Women & Sport will offer a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

Service Animals

8. Service animals offer independence and security to many people with various disabilities. Canadian Women & Sport welcomes people with disabilities and their service animals on the parts of the Canadian Women & Sport premises that are open to the public.
9. Examples of service animals include:
 - a) Dogs used by people who are blind
 - b) Hearing alert animals for people who are deaf, deafened or hard of hearing
 - c) Animals trained to alert an individual to an oncoming seizure and lead them to safety.
10. Every Representative shall allow persons with disabilities to be accompanied by their service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the person with a disability. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.



11. When a service animal is unruly or disruptive (e.g., jumping on people, biting, or other harmful behaviour) an employee 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

12. Support people assist people with disabilities in a variety of ways, 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 stakeholder.
13. Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support persons are non-participants allowed free admission to services being accessed by the person with a disability they are accompanying.

Notice of Temporary Disruption

14. In the event of a planned or unexpected disruption to services or facilities for stakeholders with disabilities such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable, Canadian Women & Sport will notify stakeholders promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Training for Representatives

15. Canadian Women & Sport will provide training to Representatives. Every Representative shall receive training on the following:
 - a) An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
 - b) This Policy
 - c) How to interact and communicate with people with various types of disabilities
 - d) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
 - e) What to do if a person with a disability is having difficulty in accessing Canadian Women & Sport's goods and services
16. Current Representatives shall be trained immediately. New Representatives shall receive training as soon as "practicable" after been assigned their role. Ongoing training to changes of policies, procedures and new equipment shall be provided.
17. Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided. See Appendix D.

Feedback Process

18. Anyone who wishes to provide feedback on the way Canadian Women & Sport provides goods and services to people with disabilities can do so by email, phone or in person. All feedback will be directed to the Chief Executive Officer. Complaints will be addressed according to Canadian Women & Sport's regular complaint management procedures.



Provision of Documentation

19. Canadian Women & Sport 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

20. Review and amendments shall take place bi-annually. The next review will take place in May 2022. Any policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.



Appendix A - Notice – Admission Fees For Support Persons

In accordance with Canadian Women & Sport's Accessibility Standards for Customer Service Policy, support persons accompanying persons with disabilities are allowed access to our events, at no additional cost.

- **"Support Person"** shall mean any person whether a paid professional, volunteer, family member, 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.
- **"Persons with Disabilities"** – shall mean those individuals that have a disability defined under the *Ontario Human Rights Code*, as follows:
 - 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").



Appendix B - Stakeholder Feedback Form

Canadian Women & Sport 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 event or services?
 - Yes (please explain below)
 - No
 - Somewhat (please explain below)
5. Please add any other comments you may have:
6. 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 www.womenandsport.ca.



Appendix C - Notice of Service Disruption Template

Please Note:

- There will be a scheduled service disruption at the **[insert location]**.
- There is currently an unexpected service disruption at the **[insert location]**.

The estimated time of the service disruption will be from **[insert time]** to **[insert time]**.

These disruptions include:

- **[list items here]**
-

Alternate services have been made available as follows:

- **[list options here]**
-

On behalf of Canadian Women & Sport, we would like to thank you for your patience in this matter.

For questions or additional information please contact:

[Insert name, phone, email and fax]



Appendix D - Workplace Emergency Plan for Mobility-Impaired Persons

1. For fire and/or emergency safety planning purposes, mobility-impairment is a physical or medical disability which would prevent that person from descending the stairs in an evacuation situation at a rate of speed consistent with the normal flow of other building occupants, or which would cause such person physical harm if they attempted to descend the stairs.
2. In order to prevent further harm or injury, occupants who require assistance in evacuating during an alarm are responsible for:
 - Advising the Chief Executive Officer of Canadian Women & Sport so that a pre-plan can be established;
 - Assisting the Chief Executive Officer of Canadian Women & Sport in appointing two monitors who will be responsible for the occupant during the evacuation plan;
 - Telling their monitors how much help they may need; and
 - Practicing the evacuation procedures.

MONITORS FOR MOBILITY-IMPAIRED PERSONS

3. Canadian Women & Sport, in consultation with the mobility-impaired person, provides these monitors. Monitors should meet the following criteria:
 - They should be physically capable of performing the task as assigned;
 - They should have no mobility-impairment of their own (e.g., a heart condition, epilepsy, asthma);
 - They should work the same hours as the mobility-impaired person to which they are assigned; and
 - They should work either in the same area or close enough so that they can respond quickly.

EVACUATION – DUTIES IN CASE OF ALARM

4. Monitors should:
 - Attend immediately to the mobility-impaired person(s); and
 - Follow the procedures noted below.
5. When the alarm sounds:
 - Mobility-impaired persons go with their monitors directly to the predetermined stairwell on their floor.
 - Contact the central control facility or the local fire department at 9-1-1 to specify the location and the number of mobility-impaired persons;
 - Once the main flow of evacuees has passed, the mobility-impaired should leave the building with their monitors, in short stages if necessary;
 - Return to the building only when authorized by the Municipal Fire Chief or by the Chief Executive Officer of Canadian Women & Sport.

