



## **Accessibility for Customer Service**

### **As required by the Accessibility for Ontarians with Disabilities Act (AODA 2005)**

*Approved by the Board of Directors October 26, 2016*

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."

### **Providing goods and services to people with disabilities**

The Ontario Speed Skating Association strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. 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, OSSA will seek to remove obstacles faced by individuals with disabilities at our office at 214 Bond Street East, Oshawa and through our communications.

We will carry out our functions and responsibilities in the following areas:

#### **1. Communication**

When communicating with a person with a disability, The Ontario Speed Skating Association will communicate in a manner that takes into account the person's disability. We will work with the person with a disability to determine what method of communication works for them.

We will train staff to communicate clearly with customers over the telephone.

We will offer to communicate with customers by email, if telephone communication is not suitable to their communication needs or is not available.

#### **2. Assistive devices**

The Ontario Speed Skating Association recognizes that some individuals with disabilities use assistive devices in order to access our services. We will ensure that staff are trained and familiar with the various assistive devices available at the OSSA office or that we provide what may be used by customers with disabilities while accessing our goods and services.

#### **3. Service Animals**

The Ontario Speed Skating Association recognizes that some individuals with disabilities may require the use of service animals. We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

#### **4. 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 on our premises.

## **5. Notice of Temporary Disruption**

The Ontario Speed Skating Association will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will normally be posted on the premises, where appropriate in the circumstances, and on our website.

## **6. Staff 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
- The Ontario Speed Skating Association'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
- What to do if a person with a disability is having difficulty in accessing the Ontario Speed Skating Association's goods and services.

Staff will also be trained when changes are made to the accessible customer service plan.

## **7. Feedback Process**

Customers who wish to provide feedback regarding the way the Ontario Speed Skating Association provides goods and services to people with disabilities can email the Ontario Speed Skating Association at [ossa@ontariospeedskating.ca](mailto:ossa@ontariospeedskating.ca) , or can 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 within 14 days.

## **8. Notice of Availability**

The Ontario Speed Skating Association will notify the public that its policies are available upon request by making information available on its website.

## **9. 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.