



ISWO ACCESSIBILITY FOR PERSONS WITH DISABILITIES (AODA) POLICY

Purpose

The Indigenous Sport & Wellness Ontario (ISWO) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other stakeholders.

Policy Statement

ISWO is committed to providing quality service to our diverse user community, including persons with disabilities. As part of our commitment to providing access to our services for all customers, we seek to remove obstacles faced by individuals with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), ISWO will provide service, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

Procedures / Guidelines

ISWO will support our customers to utilize our services in the following manner:

1. Providing Goods and Services

Communications:

We will communicate to people with disabilities in ways that take into account their disability. We will train our service staff on how to interact and communicate with our diverse user community and people with various types of disability, respecting their dignity and independence. For example, ISWO provides, free of charge, larger print documents and the use of relay call services to accommodate customers who are deaf or hard of hearing.

Telephone Services: We will train our staff to communicate with our customers over the telephone in plain language and to speak clearly. We will also make our staff familiar with telephone technologies intended for people with disabilities.

2. Use of Service Animals and Support Persons

Service Animals:

Persons with a disability may enter any of ISWO premises accompanied by a service animal, and keep the animal with them, in areas to which the public has access on our premises, providing the animal is not otherwise excluded by law. While visiting our premises, it is the responsibility of the person with the service animal to ensure the animal is under control at all times.

Support Person:

Persons with a disability may be accompanied by a support person and have access to that individual at all times. ISWO may require a person with a disability to be accompanied by a support person while on our premises, in situations where it is necessary to protect the health and safety of the person with a disability.

3. Notice of Temporary Disruption



ISWO will make every effort to provide customers with notice in the event of a 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. We will not be able to give adequate notice in case of a temporary emergency disruption.

We are committed to providing fully accessible telephone service to our customers. We will train our Contact Centre Staff to communicate with customers over the telephone in clear and plain language and to speak clearly.

We will offer to communicate with customers by TTY (Teletypewriter) if telephone communication is not suitable to their communication needs or is not available. In order to make information accessible, signs and printed notices will be displayed at the entrance to our facilities.

4. Training for Staff

ASWCO will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Services. In addition, training will be provided to new employees as part of their orientation and on a continuing basis as required. The amount and format of training will depend upon the person's interaction with customers. A record of training will be kept by Human Resources.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
- The requirements of the Accessibility Standards for Customer Services.
- Information about ISWO policies, procedures and guidelines pertaining to the provision of services to users with disabilities.
- How to interact and communicate with people with various types of disabilities.
- What to do if a person with a disability is having difficulty accessing ISWO services.
- How to interact with people with disabilities who use assistive devices or require assistance of a service animal or a support person.
- How to use equipment or devices available by the Ontario Volleyball Association that may help with the provision of services to persons with disabilities.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5. Employment

ISWO will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

6. Design of Public Spaces

ASWCO will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

7. Feedback Process

The ultimate goal of ISWO is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback regarding the way the Ontario Volleyball Association provides services to people with disabilities can be made by contacting:

Mail:

ISWO

c/o Executive Director

1A – 1090 Aerowood Drive

Mississauga, ON

L4W 1Y4

8. Modifications to This or Other Policies

ASWCO is committed to developing and updating customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

9. Questions About this Policy

All questions regarding this policy should be directed to the Executive Director.

Legislation:

Accessibility for Ontarians with Disabilities Act (AODA, 2005)

Accessibility Standards for Customer Service, Ontario Regulation 429/07