

 CURLING ONTARIO	<p>Policy Name: Accessibility</p> <p>Policy Number: PSO-026</p> <p>Date Approved: May 7, 2025</p> <p>Next Review Date: April 2027</p>
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PREAMBLE

Curling Ontario is committed to ensuring equal access and participation for people with disabilities. We are dedicated to treating all individuals in a manner that allows them to maintain their dignity and independence. We believe in integration and are committed to meeting the needs of people with disabilities in a timely manner by removing and preventing barriers to accessibility and by fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Curling Ontario is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Curling Ontario understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

APPLICATION

This policy applies to all Curling Ontario employees, volunteers, members, clients, and visitors.

ACCESSIBLE CUSTOMER SERVICE

Curling Ontario is committed to providing accessible customer service to people with disabilities. This means that we will provide programs and services in a way that respects the dignity and independence of people with disabilities. We will train

staff and volunteers on how to interact and communicate with people with various types of disabilities.

ASSISTIVE DEVICES

People with disabilities are welcome to use their personal assistive devices when accessing our services, or programs. We will ensure that our staff is trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.

COMMUNICATION

We communicate with persons with disabilities in ways that take into account their disability. When asked, we provide information in accessible formats or with communication support. We endeavor to provide information about our programs and services in accessible forms.

SERVICE ANIMALS

We welcome people with disabilities and their service animals. If a service animal is excluded by law, we will ensure that alternative measures are available to enable the person with a disability to access our programs and services.

SUPPORT PERSONS

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them for participation in our programs and services. If a fee is applicable for support persons, we will provide advance notice of the fee. In certain cases, Curling Ontario might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making this decision, we will consult with the person with a disability to understand their needs, consider health or safety reasons based on available evidence, and determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

EMPLOYMENT

Employees, potential hires, and the public will be notified that accommodations can be made during recruitment and hiring. All staff will be notified that supports are available for persons with disabilities. We will develop individual accommodation plans and customized emergency information for employees when required.

NOTICE OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to services for persons with disabilities, Curling Ontario will promptly notify these persons. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative services, if available. The notice will be placed on our website.

TRAINING

Curling Ontario will provide accessible customer service training to all employees, volunteers, and others who deal with the public or third parties on our behalf. Training will also be provided to individuals involved in the development of policies, plans, practices, and procedures related to the provision of our programs and services. Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Curling Ontario's policies 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 accessing Curling Ontario's programs or services
- Staff will also be trained when changes are made to our accessible customer service policies.

FEEDBACK PROCESS

Curling Ontario welcomes feedback on how we provide accessible customer service. Feedback can be provided in person, by telephone, in writing, by email, or through other methods. All feedback should be directed to the Executive Director. These persons can expect to hear back within four working days. Complaints will be addressed according to our organization's regular complaint management procedures.

NOTICE OF AVAILABILITY

Curling Ontario will notify the public that our policies are available upon request by posting a notice on the website. We will provide these documents in an accessible format or with communication support, upon request, in a timely manner and at no additional cost.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policies of Curling Ontario that do not respect and promote the principles of dignity, independence, integration, and equal opportunity for people with disabilities will be modified or removed.