



# Accessibility Policy

## Policy Statement

Skate Ontario is committed to functioning in a manner that respects the independence, dignity, integration and equality of opportunity to persons with disabilities in alignment with applicable Ontario legislation and standards.

## Scope/Applicability

Skate Ontario is committed to providing accessible and equitable opportunities to all those associated with the organization. This Accessibility Policy (“Policy”) outlines Skate Ontario’s commitments and procedures for providing accessible services to persons with disabilities, including the use of assistive devices, service animals and support persons, notice of temporary disruptions in services and facilities, training, feedback regarding the provision of requirements to persons with disabilities, and the notice of availability and format of documents.

## Definitions

Certain terms used herein may not be capitalized; however, for the purposes of this Policy, the following terms herein have the ascribed meanings as set forth below. In addition, all references to the singular include the plural and vice versa.

### ***Assistive devices:***

A device used by a person with a disability to facilitate access and/or independence in everyday tasks. Such devices include mobility equipment (wheelchairs and walkers) as well as portable communication devices, hearing aids and much more.

### ***Disability:***

Disability is described as any of the following:

- 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 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 a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; or
- a mental disorder.

### ***Self-service kiosk:***

An interactive electronic terminal, including point-of-sale device, intended for public use that allows users to access one or more services or products or both.

### ***Service animal:***

An animal for a person with a disability if it is readily apparent that the animal is used by a person for reasons relating to their disability, or if a person with a disability provides a letter from a physician or nurse confirming that they require the animal for reasons relating to their disability.

### ***Support person:***



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An individual who accompanies a person with a disability for the purposes of communication, mobility, personal care or medical needs or with access to services.

## Providing services to persons with disabilities

Skate Ontario will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that all those associated with Skate Ontario receive equitable value and quality;
- Allowing persons with disabilities to access services in their preferred manner as long as it does not present a safety risk;
- Using alternative methods when possible to ensure that persons with disabilities have access to the same services, in the same place and in an equitable manner;
- Ensuring that a notice is always posted in public view at the Skate Ontario office and on the Skate Ontario website, stating that this Policy is publicly available and that it may be provided in an accessible format in a timely manner upon request at no additional cost or at a cost no more than the regular cost to other persons;
- Taking into account individual needs when providing assistance; and
- Communicating in a manner that takes into account the person's disabilities.

## Communication

Skate Ontario will communicate to persons with disabilities in ways that take into account their disability. Skate Ontario will train its staff that interact with a person with a disability on how to interact and communicate.

## Telephone services

Skate Ontario is committed to providing fully accessible telephone assistance to all those that require it. Skate Ontario will train its staff to communicate with persons over the telephone in plain language while speaking clearly and slowly.

## Assistive devices

Skate Ontario welcomes the use of assistive devices used by persons with disabilities to access our services.

## Accessible websites and web content

Skate Ontario has made a commitment to providing internet content in an accessible format conforming with accessibility standards and will provide accessible formats and communication supports in a timely manner upon request at no additional cost or at a cost no more than the regular cost to other persons.

## Billing/Invoices

Skate Ontario is committed to providing accessible billing/invoices to persons with disabilities. Skate Ontario will answer any questions stakeholders may have about the content of the billing and will be responsible for ensuring that the alternative formats are available in a timely manner upon request at no additional cost or at a cost no more than the regular cost to other persons.

## Self-service kiosks



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Skate Ontario is committed to having regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.

## Use of service animals and support persons

### Service Animal

Persons with disabilities who are accompanied by a service animal are welcome at the property of Skate Ontario when accessing our services unless the animal is otherwise excluded by law from the premises. If a service animal is excluded by law from the premises, Skate Ontario shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from Skate Ontario's services.

### Support Person

All support persons are welcome at the property of Skate Ontario.

## Notice of temporary disruption

In the event of a temporary disruption in services or facilities used by persons with disabilities, Skate Ontario will make every reasonable effort to provide stakeholders with notice. The notice shall include the reason for the disruption, anticipated duration of the disruption, and a description of alternative services or facilities that are available, if any, and such notice will be posted at the entrance to the property [and on Skate Ontario's website] as soon as possible.

## Training

Skate Ontario accessibility training shall be part of the "Hiring Information" provided to new staff, and such training shall be completed within one week of commencement of employment with Skate Ontario. Training will be recorded (including dates on which training is provided and to whom it is provided) and updated in respect to any changes to laws, policies, practices or procedures surrounding accessibility for persons with disabilities. Existing staff will be trained on any training updates as soon as practicable.

Training will include:

- Purpose and requirements of the *Accessibility for Ontarians with Disabilities Act* and its regulations;
- Purpose of the Ontario *Human Rights Code* as it pertains to persons with disabilities;
- Policies, practices and procedures;
- How to interact and communicate with persons with various types of disability in a manner that takes into account their disability;
- How to interact with persons with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- How to use equipment or devices available that may help with providing services;
- What to do if a person with a particular type of disability is having difficulty accessing services;
- Policies, practices and procedures pertaining to providing accessible customer service to persons with disabilities.

## Feedback process

Skate Ontario has established a feedback process specifically for the use of any person. Comments on our services regarding how well accessibility expectations are being met are welcome and appreciated. Feedback is accepted in the following formats: completion of a Feedback Form (attached as Schedule A to this Policy), in person, by telephone, or by email to Skate Ontario. Alternative accessible feedback formats and



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communication supports may be made available in a timely manner upon reasonable request at no cost or at a cost no more than the regular cost charged to other persons. Skate Ontario shall respond to any feedback in the same format as it was given, or by way of another mutually agreeable format, within [five business days] of receipt of such feedback.

## Modifications to policies

Skate Ontario will assess the impact of proposed policy changes on persons with disabilities prior to implementation and will modify or remove any policy that does not respect dignity and independence. This Policy and its related procedures will be reviewed as required in the event of legislative changes.

## Questions about this Policy, accessibility inquiries and requests

The purpose of this Policy is to provide a framework through which Skate Ontario can achieve timely service to persons with disabilities. If anyone has a question about the Policy, or if anyone has any accessibility inquiries or requests, they should be referred to:

Skate Ontario: 2605 Skymark Ave #100  
Phone Number: 905 212 9991  
Email Address: [lalexander@skateontario.org](mailto:lalexander@skateontario.org)

## Policy Administration

Skate Ontario maintains and reviews this Policy every three years at a minimum in accordance with the Skate Ontario Policy Management Policy.



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## Schedule A – Feedback Form

Thank you for visiting our establishment. We certainly value all persons associated with us and wish to accommodate everyone's requirements. We are committed to providing accessible services and ensuring your needs are met.

Please feel free to complete this form and submit your feedback to us. All feedback will be reviewed and action(s) taken at our discretion. Information may be submitted to us by:

By Email: [lalexander@skateontario.org](mailto:lalexander@skateontario.org)

By Telephone: 905-212-9991

By Hand: Handing this form completed to a staff member of Skate Ontario.

Date of Visit:

Location:

1. Were you satisfied with the services we provided you?

Yes

No

Somewhat

Comments:

2. Were our services provided to you in an accessible manner?

Yes

No

Somewhat

Comments:

3. Did you experience any problems accessing our services?

Yes

No

Somewhat

Comments:



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Feedback has been submitted by:

Name:

Telephone:

Email:

Mailing Address:

Thank you.