



Accessibility Policy

Date Approved	Date of Last Review	Date of Last Revision
December 22, 2023	January 2024	

Accessibility Standards for Customer Service

The following policy, practices and procedures have been established by Racquetball Ontario 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."

Throughout this policy the term Organizational Participant will be used interchangeably with customer as defined in the Accessibility for Ontarians with Disabilities Act.

Organizational Participant - Refers to all categories of individual members and/or registrants defined in the By-laws of Racquetball Ontario (the Organization, as well as all people employed by, contracted by, or engaged in activities with, the Organization including, but not limited to, employees, contractors, Athletes, coaches, instructors, officials, volunteers, managers, administrators, parents or guardians, spectators, committee members, and Directors and Officers

1. Our mission

Racquetball Ontario wants to ensure that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service to effectively provide services to people with disabilities.

2. Our commitment

In fulfilling our mission, Racquetball Ontario 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 goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other Organizational Participants.

3. Providing services to people with disabilities

Racquetball Ontario is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in following these four core principles:

- a) Dignity
- b) Independence
- c) Integration

d) Equal Opportunity

4. Communication

Unless deemed unconvertable, Racquetball Ontario will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request.

Racquetball Ontario will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

5. Use of assistive Devices

Persons with disabilities may use their own assistive devices as required when accessing services provided by Racquetball Ontario.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other reasonable measures may be used to ensure the person with a disability can access our services. For example, where steps are unavoidable event organizers will work with the participant to provide mobility alternatives.

6. Service Animals

An Organizational Participant with a disability who is accompanied by a guide dog or service animal may be allowed access to premises that are open to the public unless otherwise excluded by law. "No pet" policies do not apply to guide dogs or service animals.

Exclusion Guidelines: If a guide dog or service animal is excluded by law, Racquetball Ontario will offer alternative methods to enable the person with a disability to access services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Recognizing a Guide Dog or Service Animal: If it is not readily apparent that the animal is being used by the Organizational Participant for reasons relating to their disability, Racquetball Ontario may request verification from the Organizational Participant.

Care and Control of the Animal: The customer who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Allergies: If a health and safety concern presents itself (for example, in the form of a severe allergy to the animal), Racquetball Ontario will make all reasonable efforts to meet the needs of all individuals.

7. Support Persons

Racquetball Ontario 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 may be allowed to enter Racquetball Ontario's premises/host facility together with the support person at no additional cost.

8. Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for Organizational Participants with disabilities such as an entrance way that is under repair, renovation that limit access to an area, or technology that is temporarily unavailable, Racquetball Ontario will do its best to notify Organizational Participants promptly.

9. Staff Training

Racquetball Ontario will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Every provider of services 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) Racquetball Ontario's Accessibility 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.

New employees, agents, volunteers, management, etc. 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.

10. Modifications to this or other policies

We are committed to developing Accessibility policy 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. Any policy of Racquetball Ontario that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.