

Ontario Grappling Association (OGA)

Accessibility

OGA abides by all provincial and federal accessibility laws including, but not limited to, the Accessibility for Ontarians with Disabilities Act.

OGA strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. OGA is also committed to giving people with disabilities the same opportunity to access our goods and services by allowing them to benefit from the same services, in the same place and in a similar way as other members. OGA is committed to excellence in serving all members including people with disabilities and we will carry out our functions and responsibilities in the following areas:

1. Communication- The establishment of policies, procedures and practices of goods and services from OGA to persons with disabilities
2. The use of Service Animals, Support Persons and Assistive Devices by Persons with Disabilities
3. Notice of Temporary Disruptions in Services and Facilities
4. Staff Training
5. Customer Service Feedback
6. Notice of Availability of Documents It is the policy of OGA that its working environment operates free from discrimination. This policy shall apply to every person who deals with members of the public or other third parties on behalf of the OGA whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy and operational procedures may result in disciplinary action.

Understanding Disability and The AODA, 2005

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which applies to both the public and private sector is Provincial Legislation with the purpose of developing, implementing and enforcing mandatory accessibility standards in order to comply with such standards for accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by 2025. Ontario Regulation 429/07 "Accessibility Standards for Customer Service" states that organizations in Ontario must comply with the standards and provide their goods and services in accessible ways to people with disabilities.

Communication

OGA will communicate with people with disabilities in ways that take into consideration their disabilities. Staff will be trained on how to interact and communicate with people with various types of disabilities. We are committed to providing fully accessible telephone service to our members. Staff will be trained to communicate with members over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with members by another method, such as email, if telephone

communication is not suitable to their communication needs or is not available. Members will be offered alternative communication formats that will meet their needs in a reasonable manner. They will be offered in ways that fully maintain independence, dignity and equality. Information and documents will be available to members in alternative formats to meet their needs.

Assistive Devices

OGA is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the organization's goods and services. OGA will ensure that staff is trained and familiar with various assistive devices that may be used by members with disabilities while accessing our goods and services. Assistive devices will be permitted, but may/maybe not used by persons with disabilities when participating in all events and services pertaining to OGA. Assistive devices may not be permitted if the use of the device poses risk to the health and safety of the person using the device or to others involved in the event of the organization. We currently provide the following types of assistive devices, where applicable, at our facilities:

- Wheelchair ramps
- Wheelchair accessible public washrooms and change rooms
- Written documents/policies

Service Animals and Support Persons

OGA is committed to welcoming people with disabilities who are accompanied by a service animal and/or a support person. Service Animals will be permitted entry for use by persons with disabilities to OGA in all areas except for those prohibited by law. OGA will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behavior) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangement to provide goods and services shall be explored with the assistance of the person with a disability. Support persons for people with disabilities are allowed to enter OGA's premises. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Fees will not be charged for support persons for admission to OGA premises. Members will be informed of this by a notice that will be posted at OGA's premises and on the organization's website.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption in the facilities and services of OGA, notice will be delivered in mass forms of communication which will include all available information concerning the disruption: reason, duration, alternate services and facilities available, as well as any other appropriate measures needed to be delivered to those affected. Notice of the disruption will also be placed at all public entrances and service counters on our premises, as well as on The Ontario Grappling Association's website

Training for Staff

OGA will provide professional and appropriate training to all employees, volunteers and others who deal with the public or other third parties on their behalf, as well as those who are involved in the development and approvals of customer service policies, practices and procedures. On-going training will be mandatory for all existing staff where applicable in order to stay abreast of all segments of the AODA as it may be amended from time to time. Training will be provided in a group setting and may include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards
- 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 support person
- How to assist and/or use assistive devices in order to help with the provision of goods and services to people with disabilities
- What to do if a person with a disability is having difficulty in accessing the organization's goods and services
- Policies, Practices and Procedures relating to the customer service standards

Feedback Process

OGA is committed to meeting and surpassing the unique needs and expectations of its members while serving members with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and greatly appreciated.

Feedback regarding policies, practices and procedures concerning goods and services provided to persons with disabilities can be made by email, phone, in person or by mail. All feedback should be directed to OGA Executive Director.

Complaints will be addressed according to the OGA dispute process, as outlined in the complaints and disputes section of the OGA website.

Notice of Availability of Documents

OGA is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Upon request, documents including but not limited to billing invoice, manuals, policies, procedures and practices will be provided to members of the organization in alternative formats that will adhere to the needs and requirements of person with disabilities. Practices and procedures will be put in place to evaluate the necessary formats to provide documents, before execution of the formats. These formats will be communicated accordingly to the persons with disabilities by the organization and in ways that promote dignity and independence.

Questions and Concerns About This Policy

This Policy exists to achieve service excellence to members with disabilities. If anyone has questions or concerns about this Policy, or if the purpose of the Policy is not understood, an explanation should be provided by, or referred to, the Executive Director of OGA.

Other sources to consider:

Ontario Human Rights (<http://www.ohrc.on.ca/en/issues/disability>)

Accessibility for Ontarians with Disability Act, 2005

(<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/OntarioAccessibilityLaw/2005/index.aspx>)

As required by the Act, the policy and operational procedures shall be reviewed annually.

Any policy of OGA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.