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|--------------------------------------|---|------------------------------|
| <b>Title</b><br><b>Accessibility</b> | <b>Effective Date</b><br><b>February 11, 2017</b> | <b>Page</b><br><b>1 of 4</b> |
| <b>Policy Number</b><br><b>HR 21</b> | <b>Updates and Replaces</b>                       |                              |
|                                      | <b>Next Review Date</b><br><b>February 2020</b>   |                              |

**POLICY STATEMENT**

The OTA is committed to diversity, inclusion and accessibility for persons with disabilities. The OTA is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity.

**SCOPE:**

This policy describes how the OTA’s accessibility standard and practice relates to Management, staff and volunteers in terms of providing its programs, goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities. This policy is applicable to OTA management, staff, board members and volunteers directly involved in the activities of the OTA but is not applicable to activities, tournaments or events sanctioned by the OTA where no OTA management or staff is physically present at the activity, tournament or event in question.

**DEFINITION:**

The Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code share the same, extensive definition of a disability which can be summarized as a...

- Physical disability: disfigurement or infirmity (temporary or permanent) due to injury, illness, or birth defect - including hearing and vision loss.
- Developmental disability: A condition of mental impairment.
- Learning disability: Dysfunctions in processes involved in understanding symbols or spoken language.
- Any mental health disorder.

**CUSTOMER SERVICE**

The Ontario Tennis Association (OTA) is committed to excellence in serving all customers including people with disabilities. As part of our commitment to providing access to our services for all customer, OTA will seek to remove obstacles faced by individuals with disabilities at our permanent offices and through our communications. The OTA office is situated on the ground floor of a fully accessible building for wheelchairs and other assisted walking devices with easy access to street level entryways using stairs with handrails and ramps. The OTA will follow the accessibility standards set for inclusive design in all future builds.



|                                      |   |                              |
|--------------------------------------|---|------------------------------|
| <b>Title</b><br><b>Accessibility</b> | <b>Effective Date</b><br><b>February 11, 2017</b> | <b>Page</b><br><b>2 of 4</b> |
| <b>Policy Number</b><br><b>HR 21</b> | <b>Updates and Replaces</b>                       |                              |
|                                      | <b>Next Review Date</b><br><b>February 2020</b>   |                              |

### **ASSISTIVE DEVICES**

The OTA will ensure that staff are trained and familiar with various assistive devices most commonly used or that we provide that may be used by customers with disabilities while accessing our goods or services. The OTA permits persons with disabilities to use their personal assistive devices while on the OTA's premises.

### **COMMUNICATION**

The OTA is committed to communicating with persons with disabilities in ways that take into account their disability. The OTA will communicate with people with disabilities in ways that take into account their disability by providing written communications through our online media that users can manipulate to their needs; such as large print, language translation using online translation tools. Additionally, staff will speak by phone as required to provide verbal communication in plain language as requested by users of our goods and services. The OTA, when asked, will provide all emergency and public safety information in an accessible format.

### **SERVICE ANIMALS**

The OTA welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

### **SUPPORT PERSONS**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. The OTA will notify customers of this through a notice posted on our website. In the event that the OTA is asked to provide a support person the OTA will advise, in writing, the parties in advance of the service being provided about any costs they will incur associated with having the support person. The OTA will make every possible effort to publish established rates for support persons on its website.

### **NOTICE OF TEMPORARY DISRUPTION**

The OTA will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities for customers with disabilities. This notice will be provided in accessible formats and posted on our website and outside doors. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.



|                                      |   |                              |
|--------------------------------------|---|------------------------------|
| <b>Title</b><br><b>Accessibility</b> | <b>Effective Date</b><br><b>February 11, 2017</b> | <b>Page</b><br><b>3 of 4</b> |
| <b>Policy Number</b><br><b>HR 21</b> | <b>Updates and Replaces</b>                       |                              |
|                                      | <b>Next Review Date</b><br><b>February 2020</b>   |                              |

### **TRAINING OF EMPLOYEES**

The Ontario Tennis Association will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf regarding the provisions and ways to ensure accessible programs, goods, services and workplace.

Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our services. Individuals in the following positions will be trained:

- Executive Director
- Player Development Manager
- Events Manager
- Controller
- Marketing Manager

In addition, where appropriate, if new staffing positions are created training will be delivered.

Staff Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Ontario Tennis Association's plan 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
- How to provide goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing the Ontario Tennis Association's goods and services.

This training will be provided to staff within 3 weeks of hiring. Staff will also be trained when changes are made to the accessible customer service plan. Training will occur on an ongoing basis after the initial training session whenever changes are made to relevant policies, practices and procedures.



|                                      |   |                              |
|--------------------------------------|---|------------------------------|
| <b>Title</b><br><b>Accessibility</b> | <b>Effective Date</b><br><b>February 11, 2017</b> | <b>Page</b><br><b>4 of 4</b> |
| <b>Policy Number</b><br><b>HR 21</b> | <b>Updates and Replaces</b>                       |                              |
|                                      | <b>Next Review Date</b><br><b>February 2020</b>   |                              |

**FEEDBACK PROCESS**

The OTA encourages feedback, customers who wish to provide feedback on the way the Ontario Tennis Association provides goods and services to people with disabilities can contact us in the following ways. All feedback, including complaints, will be directed to the Executive Director. Customers can expect a response within 14 business days.

1. E-mail: [ota@tennisontario.com](mailto:ota@tennisontario.com)
2. Mail, Phone or Fax: see our website for details

**NOTICE OF AVAILABILITY**

The Ontario Tennis Association will notify the public that our policies are available upon request by making information available on the OTA website. Modifications to this or other OTA policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**REFERENCE POLICIES**

None

**APPROVALS**

|                                     |  |       |
|-------------------------------------|--|-------|
|                                     |  |       |
| President                           |  | Date: |
| on behalf of the Board of Directors |  | Date: |
|                                     |  |       |