



Policy title:	Accessibility Policy	Policy No: SSO 2-16
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Related documents:	<i>Code of Conduct and Ethics</i> <i>Discipline and Complaints Policy</i>	

Definitions

The following terms have these meanings in this Code:

- “*Disabilities*” – The Ontario *Human Rights Code* defines disability as:
 - i. 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 impairment, 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;
 - ii. a condition of mental impairment or a developmental disability;
 - iii. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv. a mental disorder; or
 - v. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safe and Insurance Act, 1997*.
- “*Individuals*” – All categories of membership defined in Synchro Swim Ontario’s (“SSO”) By-laws, as well as all individuals employed by, or engaged in activities with, the SSO including, but not limited to, any director, officer, committee member, volunteer, coach, athlete, official, referee, manager and member within SSO or its Members.
- “*Members*” - The Regional Training Centre – Ontario and any Competitive, Recreational, Scholastic, University synchronized swimming club or Trillium awards program provider.
- “*Persons with Disabilities*” – Individuals who are afflicted with a disability as defined under the Ontario *Human Rights Code* (noted above).
- “*Support Persons*” – Any person, whether a paid professional, volunteer, family member or friend, who accompanies a persona with a disability in order to help with communications, personal car or medical needs, or with access to programs or services.

Purpose

The purpose of this Policy is to ensure a safe and positive sport and work environment by making Individuals aware of requirements set out in the *Accessibility for Ontarians with Disabilities Act* and Regulation 429/07, “Accessibility Standards for Customer Service.”



Application of This Code

This Policy applies to SSO and its Members.

Providing Goods and Services to People with Disabilities

SSO is committed to service excellence for the full range of persons with disabilities, as defined in the Ontario *Human Rights Code*. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected when they interact with an Individual representing SSO. Individuals will carry out their functions and responsibilities in the following areas:

Communication

Individuals will communicate with a person with a disability in a manner that takes into account their disability. This means Individuals will communicate in a manner that enables persons with disabilities to communicate effectively for purposes of accessing SSO programs and services.

Assistive devices

SSO is committed to serving persons with disabilities who use assistive devices (e.g., canes, crutches, wheelchairs or hearing aids) to obtain, use or benefit from our programs and services.

Use of Service Animals and Support Persons

Persons with disabilities may bring their guide dog or other service animal on the parts of our premises that are open to the public. On rare occasions, it may be determined that a support person is required, or that a service animal cannot enter an area of the premises consistent with other laws. In these instances, we will suggest appropriate alternatives and provide assistance.

Any person with a disability who is accompanied by a support person will be allowed to enter premises that are open to the public with their support person at no additional cost.

Notice of Temporary Disruption

SSO will provide notice in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services (if any). The notice will normally be posted at all public entrances to our premises.

Training

SSO will provide training to staff and Member representatives about the provision of services to persons with disabilities. Training will include the following:



- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
- SSO's Accessibility Policy
- 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 in accessing SSO programs or services.

Feedback Process

Feedback regarding the way SSO provides programs and services to people with disabilities can be made by telephone or in writing to:

Executive Director
Synchro Swim Ontario
128 Galaxy Blvd.
Etobicoke, ON M9W 4Y6
(416) 679-9522

Complaints will be addressed according to SSO's regular complaint management procedures. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve our programs and services.