



## Sudbury Cycling Club ACCESSIBILITY FOR MEMBERS WITH DISABILITIES

“Organization” refers to Sudbury Cycling Club. (SCC) Last Reviewed March 2023

### Purpose

1. The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the *Accessibility for Ontarians with Disabilities Act, 2005*, to establish a policy for the Association for governing the provision of its goods and services to persons with disabilities.

### Scope and Application

2. This policy applies to all Members as defined in the Organization’s Bylaws.

### Commitment

3. The Organization is committed to excellence in serving all members including people with disabilities. As such, the Organization will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- a) The services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- b) The provision of services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services.
- c) Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the services.
- d) Persons with disabilities may use personal assistive devices and/or support persons in the access of services.
- e) When communicating with a person with a disability, members and volunteers shall do so in a manner that considers the person’s disability.

### Definitions

4. The following terms have these meanings in this policy:

- a) “**Assistive Devices**” – An auxiliary aid such as communication aids, cognition aids, personal <sup>[SEP]</sup>mobility aids and medical aids (i.e.: canes, crutches, wheelchairs, or hearing aids).
- b) “**Disabilities**” – As per the *Ontario Human Rights Code*, disability means:
  - 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;
  - 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; (“handicap”)
- c) “**Volunteers**” – Every person who deals with members of the public or other third parties on behalf of the Organization.
- d) “**Persons with Disabilities**” – Individuals who are afflicted with a disability as defined under the *Ontario Human Rights Code* (noted above).

- e) “**Support Persons**” – Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

### **Practices and Procedures**

5. To implement this Policy, the Organization shall establish, evaluate and revise the practices and procedures noted below, as required on providing goods and/or services to persons with disabilities, while following these four core principles a) Dignity b) Independence c) Integration d) Equal Opportunity

### **Assistive Devices**

The Organization currently provides the following types of assistive devices at its facilities: a) Wheelchair accessible public washrooms and change rooms. b) Written documents/policies

### **Communication**

6. The Organization will offer a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

### **Support Persons**

7. Support people assist people with disabilities in a variety of way, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may be a volunteer, friend, or relative who will assist and support the member.

8. Persons with disabilities may be accompanied by their support person. Support persons are non-participants who are allowed free admission to trainings with the person with a disability they are accompanying.

### **Training for Volunteers**

9. The Organization will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Every provider of goods and 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) The Association’ Accessibility Standards for Customer Service 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
  - e) What to do if a person with a disability is having difficulty in accessing the Association’ goods and services
10. Current team leader volunteers shall receive training by Sept 30, 2019. New volunteers. shall receive training as soon as “practicable” after been assigned their role.
11. Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

## ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE TRAINING RECORD

Date:

Location:

Training Content:

Trainers:

Name	Signature