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Policy Grouping:	Sport Management
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Approved By:	OCPSA Board of Directors

7.1 ACCESSIBLE CUSTOMER SERVICE POLICY

POLICY STATEMENT

1. OCPSA is committed to excellence in serving all customers, those with and without a disability. As part of our commitment to providing accessible programs and services for all persons, OCPSA will seek to remove obstacles faced by individuals with a disability anywhere we provide programs and services or conduct our business, as well as through our communications.
2. OCPSA is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.
3. OCPSA understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with a disability under any other law.
4. OCPSA is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.
5. OCPSA is committed to excellence in serving all customers including people with a disability.
6. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with a disability.

Purpose

7. The purpose of this Accessible Customer Service Policy is to ensure that all individuals, with or without a disability, have barrier-free access to exceptional customer service throughout their dealings with OCPSA and while participating in OCPSA's programs and services.

Assistive Devices

8. People with a disability may use their personal assistive devices when accessing our programs and services.
9. People with a disability may borrow sport-specific assistive devices from OCPSA's equipment loan program (if available), for use when accessing our programs and services.
10. We will ensure that our staff and volunteers are trained and familiar with various assistive devices that may be used by customers with a disability while accessing our programs and services.
11. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our programs and services.

Communication

12. OCPSA will communicate with people with a disability in ways that take into account their disability and we will work with them to determine what method of communication works best for them. This may include:
 - a) Written communications through our online media that users can manipulate to their needs, such as large print and language translation using online translation tools.
 - b) Verbal communication in plain language by phone as requested by users of our programs and services.

Service Animals

13. OCPSA welcomes people with a disability and their service animals at all locations/facilities where our programs and services are being provided/delivered, and where our business is being conducted.
14. When we cannot easily identify that an animal is a service animal, our staff or volunteers may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
15. A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.
16. A regulated health professional is defined as a member of one of the following colleges:
 - a) College of Audiologists and Speech-Language Pathologists of Ontario
 - b) College of Chiropractors of Ontario
 - c) College of Nurses of Ontario
 - d) College of Occupational Therapists of Ontario
 - e) College of Optometrists of Ontario
 - f) College of Physicians and Surgeons of Ontario
 - g) College of Physiotherapists of Ontario
 - h) College of Psychologists of Ontario
 - i) College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario
17. If service animals are prohibited by another law, we will do the following to ensure people with a disability can access our programs and services:
 - a) explain why the animal is excluded
 - b) discuss with the customer another way of providing programs and services

Support Persons

18. In many cases, a person with a disability may require a personal support person to assist with activities of daily living and/or a sport assistant who helps the person with a disability to participate in OCPSA's programs and services. All such persons are allowed to accompany the person with a disability, as well as participate with them, if required, in OCPSA's programs and services.
19. If OCPSA determines that a personal support person or sport assistant is required, we will waive the admission fee [if applicable] for these individuals.

Notice of Temporary Disruption

20. In the event of a planned or unexpected disruption to programs or services for customers with a disability, OCPSA will notify customers promptly. 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.
21. The notice will be made publicly available on OCPSA's website landing page, as well as by email to registered participants. :

Training

22. OCPSA will provide accessible customer service training to:
 - a) all employees and volunteers
 - b) anyone involved in developing our policies
 - c) anyone who provides programs and services
23. Staff will be trained on accessible customer service within 30 days after being hired.
24. Training will include:
 - a) purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
 - b) OCPSA's policies related to the customer service standard
 - c) how to interact and communicate with people with various types of disabilities
 - d) how to interact with people with a disability who use an assistive device or require the assistance of a service animal or a support person
 - e) how to use the equipment or devices available on loan or otherwise that may help with providing programs and services or facilities to people with disabilities. These include:
 - i. sport-specific wheelchair/throwing frame (for athletics)
 - ii. boccia ramp
 - f) what to do if a person with a disability is having difficulty in accessing OCPSA's goods, services or facilities
25. Staff will be trained when changes are made to OCPSA's accessible customer service policies.

Feedback Process

26. OCPSA welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.
27. Customers who wish to provide feedback on the way OCPSA provides programs and services to people with a disability can provide feedback by email to: ocpsa@xplor.net or by mail to: OCPSA, P.O. Box 60082, Ottawa, ON K1T 0K9
28. All feedback, including complaints, will be forwarded to OCPSA's Executive Director. Customers can expect to hear back in 14 days.
29. OCPSA will make sure our feedback process is accessible to people with a disability by providing or arranging for accessible formats and communication supports, on request.

Notice of Availability of Documents

30. OCPSA will notify the public that documents related to accessible customer service are available upon request by making information available on our website.
31. OCPSA will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other Policies

32. Any policies of OCPSA that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.