



## Judo Ontario Equity and Accessibility Policy

Approval Authority	Board of Directors	<u>March 19, 2017</u> Date
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## **POLICY STATEMENT**

Judo Ontario is committed to equity and access for all persons interested in practicing judo in Ontario, by accommodating the different needs of our members.

Judo Ontario is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Judo Ontario 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 disabilities under any other law.

Judo Ontario is committed to complying with both the Ontario Human Rights Code and the AODA, and is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

As such, the organization will adopt this principle in a proactive manner in the development and delivery of services, funding practices, employment practices, and engagement of volunteerism in support of the association.

## **ASSISTIVE DEVICES**

People with disabilities may use their personal assistive devices at any Judo Ontario event. 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 goods, services or facilities.

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

## **COMMUNICATION**

We 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. Additionally, staff will speak by phone as required to provide verbal communication in plain language as requested by users.

We will work with the person with a disability to determine what method of communication works for them.

## **SERVICE ANIMALS**

We welcome 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 designated support person will be allowed to have that person accompany them at any Judo Ontario event without the charge of an additional fee.

## **FEEDBACK PROCESS**

Judo Ontario welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Judo Ontario provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Email
- Phone

All feedback including complaints will be responded to within 5 business days.

Judo Ontario will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.