



## Judo Ontario Accessibility Policy

<b>Approval Authority</b>	Board of Directors	June 25 <sup>th</sup> , 2023
<b>Next Review</b>	2026	



## **POLICY STATEMENT**

1. Judo Ontario is committed to accessibility for all stakeholders in judo in Ontario, by providing reasonable accommodations for their different needs, which includes designing inclusivity and removing various barriers to access.
2. The aim of accessibility is to create inclusion, incorporate diversity, equity, and sense of belonging into all aspects of Judo Ontario.
3. Judo Ontario is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.
4. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws.
5. Judo Ontario is committed to meeting its current and ongoing obligations under the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC) respecting non-discrimination.
6. Judo Ontario understands that obligations under the current Accessibility for Ontarians with Disabilities Act (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.
7. Judo Ontario will comply with both the OHRC and the AODA and is committed to excellence in serving all stakeholders including people with disabilities. Our accessibility policies shall be consistent with the principles of independence, dignity, integration, and equity for people with disabilities.
8. As such Judo Ontario will adopt this principle in a proactive manner in the development and delivery of programs and services, funding practices, employment practices, and engagement of volunteerism in support of all stakeholders of the organization.

## **DEFINITIONS**

9. The following terms used in this policy shall be defined as follows:
  - a. Disability:
    - 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 co-ordination, blindness or visual impediment, 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 Safety and Insurance Act, 1997; (“handicap”) <sup>i</sup>
- b. Accessibility:
- i) Giving people of all abilities opportunities to participate fully in everyday life by identifying and removing barriers, while addressing the needs of those with different disabilities, as defined by the AODA. It involves ensuring that people of all abilities have equitable access to workplaces, facilities, programs, services, and opportunities. <sup>ii</sup>
- c. Reasonable Accommodation:
- i) Necessary and appropriate modification[s] and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms <sup>iii</sup>

## **APPLICATION OF THIS POLICY**

10. This Policy applies to the development and delivery of programs and services, funding practices, employment practices, and engagement of volunteerism in support of all stakeholders of the organization.

## **ASSISTIVE DEVICES**

11. People with disabilities may use their personal assistive devices at any Judo Ontario-sanctioned event and on all Judo Ontario premises. In cases where the assistive device presents a significant and unavoidable health or safety concern, or may not be permitted for other reasons, including risk of damage to property, other measures will be used to ensure that the person with a disability can access our goods, services, or facilities.
12. We will ensure that our staff and volunteers are trained and familiar with various assistive devices we have on site, or that we provide, that may be used by persons with disabilities while accessing our goods, services, or facilities.

## **INFORMATION AND COMMUNICATIONS**

13. Judo Ontario will communicate with persons with disabilities in ways that consider their disability and accommodation needs. This will include, but not be limited to the following:
- a. Provide communications through our online media that can enable users to access them via alternative communication methods.

- b. Communicate orally by telephone in clear, plain language, and speak clearly and slowly upon request.
- c. Upon request, provide means of communication alternative to electronic formats and in accordance with accommodation needs, without extra cost.
- d. provide timely event announcements that allow for sufficient response time by participants needing to use alternate forms of communication and/or correspondence and/or processing of financial transactions.
- e. make available as a file attachment a downloadable, printable version of event registration forms and all event information published online.
- f. on all event informational materials, provide phone contact information for individuals needing assistance to complete event registrations.
- g. make available closed captions (or open captions or subtitles) for online meetings and events.
- h. upon request make available language translation services including American Sign Language (ASL) and other multi-language translation services.
- i. provide on all event registration forms a section that addresses required accommodations.
- j. retain accommodations information according to the Judo Ontario Confidentiality and Privacy Policies.

14. Judo Ontario will:

- a. Have a process for receiving and responding to feedback and ensure that the process is accessible to persons with disabilities upon request.
- b. Communicate with persons with disabilities in ways that consider their disability. When asked, will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports.
- c. Respond in a timely manner, considering the person's accessibility needs due to disability, and at a cost that is no more than the regular cost charged to other persons.
- d. Consult with the person making the request in determining the suitability of an accessible format or communication support. If Judo Ontario determines that information or communications are unconvertible, it shall provide the requestor with:
  - i) an explanation as to why the information or communications are unconvertible; and
  - ii) a summary of the unconvertible information or communications.

15. Judo Ontario will notify the public about the availability of accessible formats and communication supports through various means of communications.

16. We will strive to improve the quality of accessibility for our web content and all online communications.



## **GUIDE DOGS/SERVICE DOGS AND SERVICE ANIMALS**

17. We welcome people with disabilities and their Guide Dogs/Service Dogs or Service Animals (called herein collectively as Service Animals). Service Animals are allowed on the parts of our premises that are open to the public and third parties. Service Animals, however, are prohibited from the following areas:
  - a. All mat (tatami) surfaces including competition and warm-up areas.
18. The use of Service Animals will be addressed on an individual basis considering all relevant factors, including but not limited to:
  - a. The effect of the Service Animal on the judo sport environment, including the impact on coaches, instructors, other athletes; and the impact on the athlete for whom the animal is provided, including matters such as health and safety, disruption, and distraction.
  - b. Any competing human rights of athletes, coaches, staff, and other members of the organization using the mat surfaces or other areas of the facility pursuant to any Judo Ontario permit.
  - c. Possible solutions for an accommodation plan to reconcile competing rights.
19. One can easily identify a Service Animal through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.
20. If the Service Animal does not wear a vest a harness, the handler may be asked for documentation from one of these regulated health professionals: audiologist or speech-language pathologist, chiropractor, nurse, occupational therapist, optometrist, physician or surgeon, physiotherapist, psychologist, psychotherapist, or mental health therapist<sup>iv</sup>

## **SUPPORT PERSONS**

21. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them at all Judo Ontario sanctioned events and on all Judo Ontario premises.
22. An admission fee/fare will not be charged for support persons.
23. In certain cases, Judo Ontario might require a person with a disability to be accompanied by a support person for the health or safety reasons of:
  - a. the person with a disability, and/or
  - b. others on the premises
24. Before making a decision, Judo Ontario will:
  - a. Consult with the person with a disability to understand their needs.
  - b. Consider health or safety reasons based on available evidence.
  - c. Determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.
25. Support persons will not intentionally interfere with other athletes or participants during the event or



activity in progress.

26. Support persons will provide supports which do not promote unfair advantage or undue hardship.v

#### **TRANSPORTATION**

27. On all Judo Ontario premises and at all Judo Ontario-sanctioned events, accessible parking spaces will be made available for persons with disabilities. Such parking spaces will be located as close as possible and with clear and safe access to the entrance of the activity space.

28. All events and meetings organized and hosted by Judo Ontario shall be held in proximity to public transportation. Activities times will be scheduled during available public transportation schedules. Alternatively, Judo Ontario will provide other means of transportation.

#### **TRAINING FOR STAFF AND VOLUNTEERS IN ACCESSIBILITY STANDARDS**

29. Judo Ontario is committed to training all staff and volunteers in Ontario accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

30. In addition, we will train:

- a. all persons who participate in developing the organization's policies; and
- b. all other persons who provide goods, services, or facilities on behalf of Judo Ontario.

31. Training of our employees and volunteers on accessibility relates to their specific roles.

32. Training includes:

- a. purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- b. our policies related to the Customer Service Standards
- 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. how to use the equipment or devices available on-site or otherwise that may help with providing goods, services, or facilities to people with disabilities.
- f. what to do if a person with a disability is having difficulty in accessing Judo Ontario's goods, services, or facilities.

33. We train every staff and volunteer regarding Judo Ontario policies as soon as possible and provide additional training with respect to any change to those policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

#### **FEEDBACK PROCESS**

34. Judo Ontario welcomes feedback on how we provide accessible customer service. Customer feedback



will help us identify barriers and respond to concerns.

35. 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):
  - a. Email
  - b. Phone
36. All formal complaints will be addressed in accordance with the Judo Ontario Discipline, Appeals, and Disputes Policy.
37. Judo Ontario will ensure that the feedback process is accessible to people with disabilities by providing or arranging for accessible formats or communication supports upon request.

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## Definitions, Resources, and Sources

<sup>i</sup> ([Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 \(ontario.ca\)](#)).

<sup>ii</sup> Adapted from ([How to create an accessibility plan and policy | ontario.ca](#)) and Ontario Curling Association, EDI Strategy Final 2022.

<sup>iii</sup> [Article 2 - Definitions | Division for Inclusive Social Development \(DISD\) \(un.org\)](#)

<sup>iv</sup> Accessibility in Ontario: what you need to know|ontario.ca

[Disability and human rights \(brochure 2016\) | Ontario Human Rights Commission \(ohrc.on.ca\)](#)

[Ontario Human Rights Commission | \(ohrc.on.ca\)](#)