



Applies to: All Members & Participants

Implementation Date: 2024-25 season

Revision Date: n/a

Policy Statement

Cochrane FSC 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. 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;
- meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination;
- understanding 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;
- excellence in serving and providing goods, services or facilities to 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.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards, and aspects of the Ontario Human Rights Code that relate to persons with disabilities. 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 the organization

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

Training will include:

- the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- 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
- 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.

The equipment or devices we have include:

> *visual information & signage that is bilingual & easy to read, tactile learning props, bilingual music*



If a person with a disability is having difficulty in accessing our organization's goods, services or facilities please contact: [CFSC Vice President - Patti Mayer](#)

Contact Information for assistance:

email: vp.cochranefsc@gmail.com

Contact Us tab on website - www.cochranefigureskatingclub.com

By phone: 705-272-5084 - *leave a message with Arena staff & our VP will return your call*

We train every person as soon as practicable after being hired and provide training in respect of any changes to the 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.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. 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 ensure that our staff are 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.

If applicable, identify how your organization will train staff on the use of assistive devices:

If/when applicable, mandatory staff training sessions will be scheduled prior to use

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 such as, large print, and language translation using online translation tools. Additionally, staff will speak by phone as required to provide verbal communication in plain language as requested by users of our goods and services.

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, with the exception of the on ice surface. When we cannot easily identify that an animal is a service animal, our staff or arena staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities



Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- a) Where admission fees are charged for a competition or ice show, notice will be provided ahead of time on the price of admission (if any) that would be charged to the spectator and/or the support person of a person with a disability
- b) where an on-ice support person is required for a participant with a disability, there would not be a registration fee required for that support person.
(Skate Canada membership will be tracked through the participating skater)

In certain cases, this organization might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, CFSC will:

- consult with the person with a disability (or their parent/guardian) to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Cochrane FSC will notify customers promptly. There will be a clearly posted notice and it will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at our property: *Tim Horton Event Centre in Cochrane and/or Reg Lamy Centre in Smooth Rock Falls.*

Feedback process

Cochrane Figure Skating Club welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

email: cochranefsc@gmail.com

Contact Us tab on website - www.cochranefigureskatingclub.com

By phone: 705-272-5084 - *leave a message with staff & a Board member will return your call*

You can expect to hear back in 2-3 business days.



Quick Links to Resources:

Accessibility Checklist Tool: <https://forms.mgcs.gov.on.ca/endataset/on00125>

This is a self-assessment tool that will allow your organization to identify the requirements that apply to your organization under the following sections of the Integrated Accessibility Standards Regulation (IASR, O. Reg 191/ 11 to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA): General, Customer Service Standards, Information and Communications Standards, and Employment Standards.

Accessibility Policy Sample: <https://forms.mgcs.gov.on.ca/en/dataset/on00090>

Free Training Module : <https://accessforward.ca/>

Free Training Booklet:

<https://www.accessforward.ca/resources/Training%20Booklet%20for%20Small%20Private%20and%20Not%20For%20Profit%20Organizations.pdf>

Accessible Information: <https://www.aoda.ca/how-to-make-information-accessible/>

Guide to the Act: <https://www.aoda.ca/guide-to-the-act/>