



## **WushuOntario – Accessibility Policy**

**Introduction: WushuOntario's accessibility policy plays an integral role to accommodate the different needs of WO members and the public patrons of events and programs. This policy covers such issues as communication, assistive devices, support persons and service animals.**

### **PURPOSE**

1. WushuOntario is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. WushuOntario:
  - a. 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
  - b. Is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.
  - c. Is committed to excellence in serving all customers including people with disabilities.

### **PRINCIPLES OF INDEPENDENCE**

2. WushuOntario believes in an accessibility policy that is consistent with the principles of independence; dignity, integration and equality of opportunity for people with disabilities.
  - a. **Dignity** – provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people.
  - b. **Independence** – a person with a disability is allowed to do things on their own without unnecessary help or interference from others.
  - c. **Integration** – provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities.
  - d. **Equal opportunity** – provide service to a person with a disability in such a way that they have an equal opportunity to access your goods, services or facilities as what is given to others.

### **ASSISTIVE DEVICES**

3. People with disabilities may use their personal assistive devices when accessing our events, services or facilities.
4. 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 events, services or facilities.



5. We will ensure that there is staff that are trained and familiar with various assistive devices that may be on site and that we provide assistance to individuals with disabilities while accessing our events, services or facilities.
6. We recognize that our events, services and facilities will vary based on WushuOntario programming, and will ensure that our staff and members are available to provide assistance to ensure that the person with a disability can access our events, services or facilities.

## **COMMUNICATION**

7. We will communicate with people with disabilities in ways that take into account their disability. This may include the following:
  - a. During WushuOntario events, services or programming, our staff will be respectful to aid in communication with people with disabilities with regard to language, blindness, hearing, or other circumstances.
  - b. We will work with the person with a disability to determine what method of communication works for them.

## **SERVICE ANIMALS**

8. 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.
9. When we cannot easily identify that an animal is a service animal, our staff 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.
10. 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.
11. 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
12. 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:
  - a. Explain why the animal is excluded
  - b. Discuss with the customer another way of providing access to event, services or facilities.
13. Service animals are prohibited in unique circumstances where:



- a. If it is deemed that there are minors which may react in a medical or unsafe manner to the presence of the service animal.
- b. If it is deemed that the presence of a service animal would result in an unsafe environment due to the nature of the event or programming provided.
- c. It is noted however, that WushuOntario will always work in the best interests of all parties involved equally along with the event or facility to accommodate to any unique circumstance.

## **SUPPORT PERSONS**

14. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
15. If a fee or fare is normally charged to a customer for accessing events, services or facilities:  
The fee/fare will NOT be charged for support persons
16. In certain cases, WushuOntario 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.
  - b. Others on the premises.
17. Before making a decision, WushuOntario 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.
  - d. If WushuOntario determines that a support person is required, we will waive the admission fee or fare [if applicable] for the support person, but will not bear any costs related to that person.

## **NOTICE OF TEMPORARY DISRUPTION**

18. In the event of a planned or unexpected disruption to services or facilities for customers with disabilities WushuOntario will notify patrons 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. Alternative assistance and measures will be provided to the extent of WushuOntario's capacity.

## **TRAINING**

19. WushuOntario will acknowledge and assess proper accessible service training to:
  - a. All staff and volunteers
  - b. Anyone involved in developing our policies.
  - c. Anyone who provides services or facilities to customers on our behalf.
  - d. Staff will be trained on accessible customer service within [6 months] after being hired or in the case of volunteers, they will be acknowledged prior to their duties.



20. Training will include:

- a. Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- b. WushuOntario's policies related to the accessibility service standard.
- 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 assist with the use of the equipment or devices available on-site or otherwise that may help with providing access to events, services or facilities to people with disabilities.
- f. What to do if a person with a disability is having difficulty in accessing WushuOntario events, services or facilities
- g. Staff will also be trained when changes are made to our accessible service policies.

## **FEEDBACK PROCESS**

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

- a. Customers who wish to provide feedback on the way [organization name] provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):
  - i. Verbal or written feedback
  - ii. Email or other electronic feedback
- b. Feedback, including complaints, will be handled in the following manner:
  - i. Feedback will be directed to the director of communications
  - ii. The Director of Communications will bring feedback to the attention of the Board of Directors
  - iii. Response if required will be provided as deemed necessary, however in the circumstance of a complaint shall be resolved in a timely manner.
  - iv. If complaint is unresolved, those involved shall revert to the dispute resolution policy of WushuOntario.
  - v. WushuOntario will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

## **NOTICE OF AVAILABILITY OF DOCUMENTS**

22. WushuOntario will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s)/way(s):

- a. Through the availability of policies on the WushuOntario website
- b. Through access to hardcopies of WushuOntario policies upon request.
- c. WushuOntario will provide these policies in an accessible format or with communication support, on request. We will consult with the person making the



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in Ontario”

## WOP14-Accessibility Policy

*EFFECTIVE: July 1<sup>st</sup>, 2016*

WushuOntario 2370 Midland Ave, #B22, Scarborough, ON, M1S 5C6 416-321-5913 Fax: 416-321-5068, [www.wushuontario.ca](http://www.wushuontario.ca)

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request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner.

### **MODIFICATIONS**

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