



**HOCKEY EASTERN ONTARIO
(HEO)**

**ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT (AODA)**

COMPLIANCE MANUAL

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Accessibility Standards for Customer Service Policy

Providing Goods and Services to People with Disabilities

Purpose

1. The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the *Accessibility for Ontarians with Disabilities Act, 2005*, to establish a policy for the Hockey Eastern Ontario for governing the provision of its goods and services to persons with disabilities.

Scope and Application

2. This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Hockey Eastern Ontario whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy may result in disciplinary action up to and including termination.

Commitment

3. Hockey Eastern Ontario is committed to excellence in serving all customers/members including people with disabilities. As such, our organization shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
 - a) The good or services will be provided in a manner that that respects the dignity and independence of persons with disabilities.
 - b) The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
 - c) Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
 - d) Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
 - e) When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person's disability.

Definitions

4. The following terms have these meanings in this policy:
 - a) “**Assistive Devices**” – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e.: canes, crutches, wheelchairs, or hearing aids).
 - b) “**Disabilities**” – As per the *Ontario Human Rights Code*, disability means:
 - 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 coordination, blindness or visual impairment, 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 Safe and Insurance Act, 1997; (“handicap”)

- c) “**Employees**” – Every person who deals with members of the public or other third parties on behalf of the Hockey Eastern Ontario, whether the person does so as an employee, agent, volunteer or otherwise.
- d) “**Persons with Disabilities**” – Individuals who are afflicted with a disability as defined under the *Ontario Human Rights Code* (noted above).
- e) “**Service Animals**” – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- f) “**Support Persons**” – Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

Practices and Procedures

- 5. To implement this Policy, Hockey Eastern Ontario shall establish, evaluate and revise the practices and procedures noted below, as required on providing goods and/or services to persons with disabilities, while following these four core principles:
 - a) Dignity
 - b) Independence
 - c) Integration
 - d) Equal Opportunity

Assistive Devices

- 6. Hockey Eastern Ontario will ensure that staff is trained and familiar with various assistive devices that may be used by customers/members with disabilities while accessing our goods or services. Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- 7. Hockey Eastern Ontario currently provides the following types of assistive devices at its facilities:
 - a) Wheelchair ramps
 - b) Wheelchair accessible public washrooms
 - c) Enlarged font on website

Communication

- 8. Hockey Eastern Ontario will offer a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

Service Animals

- 9. Service animals offer independence and security to many people with various disabilities. Hockey Eastern Ontario welcomes people with disabilities and their service animals on the parts of our premises that are open to the public.
- 10. Examples of service animals include:
 - Dogs used by people who are blind
 - Hearing alert animals for people who are deaf, deafened or hard of hearing
 - Animals trained to alert an individual to an oncoming seizure and lead them to safety.
- 11. Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.

12. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behavior) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a disability.

Support Persons

13. Support people assist people with disabilities in a variety of way, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may be a volunteer, friend, or relative who will assist and support the customer/member.
14. Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support persons are non-participants allowed free admission to the good and/or services being accessed by the person with a disability they are accompanying.

Notice of Temporary Disruption

15. In the event of a planned or unexpected disruption to services or facilities for customers/members with disabilities such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable, Hockey Eastern Ontario will notify customers/members 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.
16. The notice will be placed at the Hockey Eastern Ontario front door.

Training for Staff

17. Hockey Eastern Ontario will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Every provider of goods and services shall receive training on the following:
 - a) An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
 - b) Hockey Eastern Ontario' Accessibility Standards for Customer Service Policy
 - 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) What to do if a person with a disability is having difficulty in accessing Hockey Eastern Ontario' goods and services
18. Current employees, agents, volunteers, management, etc. shall receive training. New employees, agents, volunteers, management, etc. shall receive training as soon as "practicable" after been assigned their role. Ongoing training to changes of policies, procedures and new equipment shall be provided.
19. Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

Feedback Process

20. Anyone who wishes to provide feedback on the way Hockey Eastern Ontario provides goods and services to people with disabilities can provide feedback via email at info@hockeyeasternontario.ca or by telephone at (613) 224-7686. All feedback will be directed to the Executive

Director. Customers/members can expect to hear back in fourteen (14) days. Complaints will be addressed according to our organization's regular complaint management procedures.

Provision of Documentation

21. Hockey Eastern Ontario shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service Policy to any person, in a format agreed upon by the parties.

Review and Amendments

22. Review and amendments shall take place annually at the Annual General Meeting. Any Hockey Eastern Ontario policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

CUSTOMER FEEDBACK FORM

Hockey Eastern Ontario is working hard to ensure that our facilities and services meet your needs and expectations. Your feedback is important to us - by answering the questions below, you will help us to better assist you by identifying opportunities for improvement.

1. Date and Time of your Visit:

2. Did we respond to your customer service needs today?

D Yes
D No

3. Was our customer service provided to you in an accessible manner?

D Yes
D No (please explain below)
D Somewhat (please explain below)

4. Did you encounter any problems in accessing our facilities or services?

D Yes (please explain below)
D No
D Somewhat (please explain below)

5. Please add any other comments you may have:

6. Contact Information (optional):

Thank You for Input! Your comments will be reviewed and carefully considered. If any changes are made to the way we provide customer service, notice will be posted on the Hockey Eastern Ontario website.

NOTICE OF SERVICE DISRUPTION

Please Note:

- D There will be a scheduled service disruption at the **[insert location]**.
- D There is currently an unexpected service disruption at the **[insert location]**.

The estimated time of the service disruption will be from **[insert time]** to **[insert time]**.

These disruptions include:

- D **[list items here]**
- D

Alternate services have been made available as follows:

- D **[list options here]**
- D

On behalf of Hockey Eastern Ontario, we would like to thank you for your patience in this matter.

For questions or additional information please contact:

[Insert name, phone, email and fax]

Workplace Emergency Plan for Mobility-Impaired Persons

1. For fire and/or emergency safety planning purposes, mobility-impairment is a physical or medical disability which would prevent that person from descending the stairs in an evacuation situation at a rate of speed consistent with the normal flow of other building occupants, or which would cause such person physical harm if they attempted to descend the stairs.
2. In order to prevent further harm or injury, occupants who require assistance in evacuating during an alarm are responsible for:
 - Advising HEO Staff so that a pre-plan can be established;
 - Assisting the HEO Staff in appointing a monitor who will be responsible for the occupant during the evacuation plan;
 - Telling their monitors how much help they may need; and
 - Practicing the evacuation procedures.

MONITORS FOR MOBILITY-IMPAIRED PERSONS

3. Hockey Eastern Ontario, in consultation with the mobility-impaired person, provides these monitors. The Monitor should meet the following criteria:
 - They should be physically capable of performing the task as assigned;
 - They should have no mobility-impairment of their own (e.g., a heart condition, epilepsy, asthma);
 - They should work the same hours as the mobility-impaired person to which they are assigned; and
 - They should work either in the same area or close enough so that they can respond quickly.

EVACUATION – DUTIES IN CASE OF ALARM

4. Monitors should:
 - Attend immediately to the mobility-impaired person(s); and
 - Follow the procedures noted below.
5. When the alarm sounds:
 - Mobility-impaired persons go with their monitor directly to the predetermined stairwell on their floor, which is located at either end (north or south) of the hall. In the event that this location is inaccessible, another location is the elevator;
 - Contact the local fire department at 911 to specify the location and the number of mobility-impaired persons;
 - Once the main flow of evacuees has passed, the mobility-impaired should leave the building with their monitor, in short stages if necessary;
 - Return to the building only when authorized by the Municipal Fire Chief or by HEO Staff.

