

# **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY**

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## **Accessibility**

1. Ringette Canada complies with Ontario's accessibility laws, including, but not limited to, the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA"). Ringette Canada provides its services in a way that respects the dignity and independence of people with disabilities. Ringette Canada provides people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same goods and services, in the same place and in a similar way as others. Any policy of Ringette Canada that does not respect and promote the dignity and independence of people with disabilities will either be modified or removed.

## **General**

2. Ringette Canada is committed to training its staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

## **Information Communication**

3. Ringette Canada is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.
4. Ringette Canada will consult with people with disabilities to determine their information and communication needs.
5. Communication and correspondence with people with disabilities will be conducted in ways that are considerate of their disabilities. Ringette Canada will also train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

## **Assistive Devices**

6. Ringette Canada is committed to serving people with disabilities who use assistive devices to obtain, use, or benefit from our goods and services and as such will ensure that staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

## **Use of Service Animals and Support Persons**

7. Any person with a disability who is accompanied by a service animal or support person will be welcomed on Ringette Canada's premises that are open to the public and other third parties, except where the animal is excluded by law. At no time will a person with a disability who is accompanied by a support person or service animal be denied access to their support person or service animal while on our premises.

8. Ringette Canada will also ensure that all staff and others dealing with the public are properly trained on how to interact with people with disabilities who are accompanied by a service animal.

### **Training**

9. Ringette Canada will make reasonable efforts to provide training to all employees, volunteers and members of the organization on accessible customer service, as well as work related accessibility training.

### **Employment**

10. Ringette Canada will notify the public and staff that, when requested, the Employer will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities. Ringette Canada is also committed to developing individual accommodation plans for employees with disabilities and employees who require accommodations in order to return to work from a disability.

This Policy is subject to review at least once every three years

**Date of last review: March 2020**

*The publication of Ringette Canada policies will be in the English and French languages. In the case of conflicting interpretations, the English version will prevail.*