



# ONTARIO TAEKWONDO ASSOCIATION

## ACCESSIBILITY POLICY

### INTRODUCTION

1. In adherence with the Accessibility for Ontarians with Disabilities Act, 2005, the following is O.T.A. 's policy statement on providing customer service to individuals with disabilities. This policy applies to all O.T.A. Employees, contractors and volunteers.

### PROVIDING GOODS, SERVICES OR FACILITIES TO PEOPLE WITH DISABILITIES

2. O.T.A. Is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.
3. O.T.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.
4. O.T.A. is committed to complying with both the Ontario Human Rights Code and the AODA, and is committed to excellence in serving 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.

### ASSISTIVE DEVICES

5. People with disabilities may use their personal assistive devices at any O.T.A. event. 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 will 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.

### COMMUNICATION

6. 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. Additionally, staff will speak by phone as required to provide verbal communication in plain language as requested by users. We will work with the person with a disability to determine what method of communication works for them.

### SERVICE ANIMALS

7. 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.

### SUPPORT PERSONS

8. A person with a disability who is accompanied by a designated support person will be allowed to have that person accompany them at any O.T.A. event without the charge of an additional fee.

### FEEDBACK PROCESS

9. O.T.A. welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way O.T.A. provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Email; or
- Phone.

10. All feedback, including complaints, will be responded to within 5 business days.

11. O.T.A. will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

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