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| Policy title: | **Accessibility Policy** |
| Approval authority: | Board of Directors |
| Adopted: | 2016 |
| Current version approved: | March 4, 2022 |
| This Policy has been prepared by Ontario Artistic Swimming (OAS) and is applicable to OAS and its Affiliated Organizations. This document cannot be modified without consultation with and approval by OAS | |

**Definitions**

1. The following terms have these meanings in this Policy:
2. *“Activity or Event”* means an activity or event of OAS or an Affiliated Organization, including a conference, meeting, workshop, teams’ meeting, exhibition, competition, trial or selection event, training camp, and any other activity or event sanctioned or organized by the OAS or the Affiliated Organization;
3. “*Affiliated Organization*” means any Competitive, Recreational, Scholastic, University artistic swimming club or AquaGO! Or Trillium awards program provider registered with OAS;
4. “*CAS*” means Canada Artistic Swimming;
5. “*Disabilities*” refers to the Ontario *Human Rights Code*, whichdefines disability as:
6. 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;
7. a condition of mental impairment or a developmental disability;
8. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
9. a mental disorder; or
10. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safe and Insurance Act*, 1997.
11. “*Including*” means including but not limited to;
12. “*Individual*” means any individual who has fulfilled the registration requirements of OAS, as well as any individual engaged on a volunteer or contractual basis in an Activity or Event with OAS or an Affiliated Organization, whether or not they are registered;
13. “*OAS*” means Ontario Artistic Swimming;
14. “*Person in Leadership*” refers to the Executive Director of OAS or President of an Affiliated Organization;
15. “*Persons with Disabilities*” refers to individuals who are afflicted with a disability as defined under the Ontario *Human Rights Code*; and
16. “*Support Persons*” means 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 programs or services.

**Purpose**

1. The purpose of this Policy is to ensure a safe and positive sport and work environment by making Individuals aware of requirements set out in the *Accessibility for Ontarians with Disabilities Act* and Regulation 429/07, “Accessibility Standards for Customer Service.”

**Application**

1. This Policy applies to OAS and Affiliated Organizations of OAS.

**Providing Goods and Services to People with Disabilities**

1. OAS is committed to service excellence for the full range of Persons with Disabilities, as defined in the Ontario *Human Rights Code.* Whether a person’s disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected when they interact with an Individual representing OAS. Individuals will carry out their functions and responsibilities in the following areas:

**Communication**

1. Individuals will communicate with a person with a disability in a manner that takes into account their disability. This means Individuals will communicate in a manner that enables Persons with Disabilities to communicate effectively for purposes of accessing OAS programs and services.

**Assistive Devices**

1. OAS is committed to serving Persons with Disabilities who use assistive devices such as canes, crutches, wheelchairs, or hearing aids to obtain, use, or benefit from our programs and services.

**Use of Service Animals and Support Persons**

1. Persons with Disabilities may bring their guide dog or other service animal on the parts of our premises that are open to the public. On rare occasions, it may be determined that a Support Person is required, or that a service animal cannot enter an area of the premises consistent with other laws. In these instances, we will suggest appropriate alternatives and provide assistance.
2. Any person with a disability who is accompanied by a Support Person will be allowed to enter premises that are open to the public with their Support Person at no additional cost.

**Notice of Temporary Disruption**

1. OAS will provide notice in the event of a planned or unexpected disruption in the facilities or services used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services (if any). The notice will normally be posted at all public entrances to our premises.

**Training**

1. OAS will provide training to staff and representatives of Affiliated Organizations about the provision of services to persons with disabilities. Training will include the following:
2. An overview of the *Accessibility for Ontarians with Disabilities Act*, 2005 and the requirements of the customer service standard;
3. The OAS Accessibility Policy;
4. How to interact and communicate with people with various types of disabilities;
5. How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
6. What to do if a person with a disability is having difficulty in accessing OAS programs or services.

**Feedback Process**

1. Feedback regarding the way OAS or an Affiliated Organization provides programs and services to people with disabilities can be made by contacting a Person in Leadership. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve our programs and services.
2. Complaints will be addressed according to the Canada Artistic Swimming (CAS) *Discipline and Complaint Policy and Procedure*, which is available on the CAS website at artisticswimming.ca.

**Review**

1. OAS will conduct a review of this Policy every four (4) years or as decided by the Executive Director or OAS Board.