

UXBRIDGE CYCLING CLUB

**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 Uxbridge Cycling Club 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 Uxbridge Cycling Club 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. The Uxbridge Cycling Club 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 Uxbridge Cycling Club, 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, the Uxbridge Cycling Club 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. The Uxbridge Cycling Club will ensure that staff is reasonably 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.

Communication

- 7. As may become necessary, the Uxbridge Cycling Club will offer a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

Notice of Temporary Disruption

- 8. 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, the Uxbridge Cycling Club 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.
- 9. The notice will be provided by email or Facebook post to the Uxbridge Cycling Club membership.

Training for Staff

- 10. The Uxbridge Cycling Club will provide a designated individual to deal with any public inquiries regarding this policy and the *Accessibility for Ontarians with Disabilities Act, 2005* . Such individual shall be reasonably familiar with the following:
 - a) An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard
 - b) the Organization’ 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 the Uxbridge Cycling Club’ goods and services.

11. Current employees, agents, volunteers, management, etc. shall receive training by April 30, 2019. 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.

Feedback Process

12. Anyone who wishes to provide feedback on the way the Uxbridge Cycling Club provides goods and services to people with disabilities can do so by email to info@uxbridgecycling.com, All feedback will be directed to the Uxbridge Cycling Club Executive. Customers/members can expect to hear back in 14 days. Complaints will be addressed according to our organization’s regular complaint management procedures.

Provision of Documentation

13. The Uxbridge Cycling Club 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

14. Review and amendments shall take place annually at the Annual General Meeting. Any Uxbridge Cycling Club policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

NOTICE – ADMISSION FEES FOR SUPPORT PERSONS

In accordance with the Organization's Accessibility Standards for Customer Service Policy, support persons accompanying persons with disabilities are allowed access to our facilities

- “**Support Person**” shall mean any person whether a paid professional, volunteer, family member, 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.
- “**Persons with Disabilities**” – shall mean those individuals that have a disability defined under the *Ontario Human Rights Code*, as follows:
 - 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”).

CUSTOMER FEEDBACK FORM

The Uxbridge Cycling Club 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?
 - Δ Yes
 - Δ No
3. Was our customer service provided to you in an accessible manner?
 - Δ Yes
 - Δ No (please explain below)
 - Δ Somewhat (please explain below)
4. Did you encounter any problems in accessing our facilities or services?
 - Δ Yes (please explain below)
 - Δ No
 - Δ 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 our website info@uxbridgecycling.com

NOTICE OF SERVICE DISRUPTION

Please Note:

- Δ There will be a scheduled service disruption at the **[insert location]**.
- Δ 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:

- Δ **[list items here]**
- Δ

Alternate services have been made available as follows:

- Δ **[list options here]**
- Δ

On behalf of the Uxbridge Cycling Club, 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]

