



Approved by the Board of Directors October 11th 2016

Accessibility Standard for Providing Goods and Services to People with Disabilities

Snowboard Ontario is committed to excellence in serving all customers including people with disabilities. As part of our commitment to providing access to our services for all customers, Snowboard Ontario will seek to remove obstacles faced by individuals with disabilities at any meeting space and through our communications. Snowboard Ontario does not have permanent office space but will only schedule meetings in fully accessible spaces for wheel chairs and other assisted walking devices with easy access to street level entryways and elevators.

We 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.

Communication

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; such as, large print, language translation using online translation tools. Additionally, staff will speak by phone as required to provide verbal communication in plain language as requested by users of our goods and services.

Service animals

We welcome people with disabilities and their service animals. Persons with disabilities that use service animals will be met in spaces accessible to service animals.

Training

Snowboard Ontario will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our services.

Individuals in the following positions will be trained:

- Executive Director
- Sport Development Manager
- High Performance Program Manager

This training will be provided to staff within 3 weeks of hiring, training will be provided to staff.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard

- Snowboard Ontario's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the elevators available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if a person with a disability is having difficulty in accessing Snowboard Ontario's goods and services

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Snowboard Ontario provides goods and services to people with disabilities can e-mail; aos@ontariosnowboarders.ca or send a letter to the address posted on our website. All feedback, including complaints, will be directed to the Executive Director. Customers can expect to hear back in 14 days.

Notice of availability

Snowboard Ontario will notify the public that our policies are available upon request by making information available on our website.

Modifications to this or other policies

Any policy of Snowboard Ontario that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Contact

Snowboard Ontario
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