



Accessibility for Ontarians Policy

Intent

This policy is intended to meet the requirements of the Government of Ontario's Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA"), specifically the Accessibility Standards for Customer Service, Ontario Regulation 429/07 ("Customer Service Standards") and the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 ("IASR"), including Information and Communications and Employment.

This policy applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Movati Athletic shall follow the principles of dignity, independence, integration and equal opportunity.

Scope

- a) This policy applies to the provision of goods and services at premises owned and operated by Movati Athletic.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Movati Athletic including when the provision of goods and services occurs off the premises of Movati Athletic such as in: delivery services, call centers, vendors, drivers, catering and third party marketing agencies.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises owned and operated by Movati Athletic.
- d) This policy shall also apply to all persons who participate in the development of Movati Athletic's policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

Statement of Commitment

Movati Athletic is committed to providing a welcoming, accessible, and inclusive environment that is respectful of the dignity and independence of all people. Our policies will support identifying, removing and preventing barriers to people with disabilities that might interfere with



their ability to interact with Movati Athletic. Additionally, we will strive to ensure that the AODA, its regulations, and integrated standards are observed in a timely manner.

Confidentiality of Information

Personal information concerning an individual's disability cannot and will not be released without written consent of the individual, and will be managed in a manner that is consistent with Freedom of Information Guidelines and Personal Information Protection Guidelines, where appropriate. Where the accommodation process requires the release of confidential information to a third party (such as an external resource group), the third party will be required to ensure that confidentiality is protected, that the information obtained is kept in a secure location, and used solely for the purpose that the release was required. Definitions applicable to this policy are outlined below.

Definitions

Accessible Format – a format of communication that may include but is not limited to large print, recorded audio and electronic formats, Braille or other format usable by persons with disabilities.

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier – includes anything that prevents a person with a disability from fully participating in one or more aspects of society, including a physical barrier, an architectural barrier, information or communications barrier, attitudinal barrier, policy or practice.

Communication Supports – include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Customer – includes members, vendors, partners and any other third parties with whom Movati Athletic directly interacts in Ontario.

Disability – the term disability as defined by the AODA, and the *Ontario Human Rights Code*, refers to:

- 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 co-ordination, blindness or visual impediment, 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;

- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog – is a highly trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons’ Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in the Customer Service Standards, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in the *Health Protection and Promotion Act (Ontario Regulation 562)*, a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in the Customer Service Standards, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

1. Customer Service Standards

Under the AODA, Ontario Regulation 429/07 entitled the ‘Accessibility Standards for Customer Service’ came into effect on January 1, 2012. This regulation establishes standards specific to customer service for private sector organizations that provide goods and services to members of



the public or third parties.

General Principles

In accordance with the Customer Service Standards, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

Movati Athletic will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when
- accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

B. Assistive Devices

Customers own assistive device(s):

Persons with disabilities may use their own assistive devices as required to ensure equal access when accessing goods or services provided by Movati Athletic.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility,



service will be provided in a location that meets the needs of the customer.

C. Guide Dogs, Service Animals and Service Dogs

A customer with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

Food Service Areas:

A customer with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the Health Protection and Promotion Act, Ontario Regulation 562 Section 60.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Movati Athletic will offer alternative methods to enable the person with a disability to access goods and services, when possible.

Applicable Laws:

The Health Protection and Promotion Act, (Ontario Regulation 562, section 60), normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Ontario’s Dog Owners’ Liability Act: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the customer for reasons relating to his or her disability, Movati Athletic may request verification from the customer.



Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The customer that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Movati Athletic will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons

If a support person accompanies a customer with a disability, Movati Athletic will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

There may be times where seating and availability prevent the customer and support person from sitting beside each other. In these situations Movati Athletic will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed.

Admission Fees:

If payment is required by a support person for admission to the premises Movati Athletic will ensure that notice is given in advance by posting notice of admission fees for support persons where Movati Athletic fees are posted.

E. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Movati Athletic. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Movati Athletic's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the



situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services

Notification Options:

When disruptions occur Movati Athletic will provide notice in a practical manner for the situation, which may include one or more of the following options, by:

- posting notices on Facebook and Twitter
- posting notices at all club entrances at the location of disruption
- verbally notifying customers when they are swiping into the club
- verbally notifying customers via paging announcements on the day of the disruption

F. Feedback Process

Movati Athletic shall provide customers with the opportunity to provide feedback on the service provided to customers with disabilities. Information about the feedback process will be readily available to all customers and notice of the process will be made available at the front desk reception. Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (hand written or email), will be available upon request.

Submitting Feedback:

FEEDBACK FORMS CAN BE COMPLETED AND SUBMITTED WITHIN THE CLUB. FORMS ARE AVAILABLE IN THE FRONT LOBBY.

FEEDBACK CAN ALSO BE PROVIDED VIA PHONE, EMAIL, LETTER TO:

Movati Athletic
Attention: David Beneteau
33 University Avenue
Windsor, ON, N9A 5N8
Phone: 519-256-2010
dbeneteau@movatiathletic.com



Customers that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions that can be taken to improve Movati Athletic's services based on concerns or complaints that were submitted. Feedback and/or responses will be delivered in a format that is accessible to the customer.

G. Training

Training will be provided to:

- a) all employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Movati Athletic for example: salespersons, drivers, vendors, event operators, call centers and third party marketing agents; and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures.

Training Provisions:

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing your services.
- Movati Athletic's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Training Schedule:

Movati Athletic will provide training. Training will be provided to new employees, volunteers, agents and/or contractor who deal with the public or act on our behalf during orientation and onsite training programs. Revised training will be provided in the event of changes to legislation, procedures and/or practices.



Record of Training:

Movati Athletic will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

Notice of Availability and Format of Documents

Movati Athletic shall notify customers that the documents related to the Customer Service Standards are available upon request in a format that takes into account the customer's disability. Notification will be given by posting the information in a conspicuous place owned and operated by Movati Athletic and/or on Movati Athletic's website.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Movati Athletic
Attention: David Beneteau
33 University Avenue
Windsor, ON, N9A 5N8
Phone: 519-256-2010
dbeneteau@movatiathletic.com

2. Integrated Accessibility Standards Regulation (IASR)

Under the AODA, Ontario Regulation 191/11, entitled 'Integrated Accessibility Standards Regulation' (IASR) provides standards for private organizations to increase accessibility for persons with disabilities. The two regulations that apply to Movati Athletic are: Information and Communications and Employment.

A. Information and Communications Standard

Movati Athletic will achieve compliance with this standard on in the provision of information and communication by January 1, 2016. Information that Movati Athletic does not control directly or indirectly through a contractual relationship is not applicable.

Movati Athletic will provide or arrange for **accessible formats** and **communication supports**, where appropriate, for persons with disabilities in a timely manner that takes into account each person's accessibility needs. We will consult with the person making the request to determine the suitability of an accessible format or communication support and communications supports will be provided at a cost that is no more that the regular cost charged to other persons.



Movati Athletic will ensure that all new Movati Athletic **websites** and **web content accessibility** confirms to WCAG 2.0 Level A Standards. By January 1, 2021, Movati Athletic will ensure that all new and existing Movati Athletic **websites** and **web content accessibility** will conform to WCAG 2.0 Level AA Standards.

B. Employment Standard

Movati Athletic strives to build an inclusive and accessible work environment, free from discrimination and harassment for both employees and job applicants and will be compliant with this standard by January 1, 2016.

Recruitment – Job Applicants

Movati Athletic will notify employees and the public about the availability of accommodations for job applicants with disabilities. Applicants will be made aware of the availability of accommodation when identified for an interview. If accommodation is required, Movati Athletic will consult with the applicant and provide or arrange for the provision of a suitable accommodation that takes into account the applicant's disability. Additionally, successful applicants will be made aware of Movati Athletic's policies for accommodating employees with disabilities during the offer of employment stage and process.

Employees

All employees will be made aware of our policy and process to support employees with disabilities, including the provision of job accommodations that take into account an employee's accessibility needs due to disability. New employees to Movati Athletic will be provided with this information as part of their new hire orientation and onboarding. Information updates will be provided to all employees whenever there is a change to the existing policy or process.

Movati Athletic will respond to all employee requests for the provision of **accessible formats** and **communication supports** for information that is needed in order to perform the employee's job or information that is generally available to employees in the workplace. Movati Athletic will consult with the employee making the request in determining the suitability of an accessible format or communication support.

If an employee discloses that he or she has a disability and may need to get help in an emergency situation, Movati Athletic will consult with employees to prepare an individualized and tailored **workplace emergency response plan**. The emergency response plan will be shared with others who are part of the workplace emergency response plan, only with consent of the affected employee.



Movati Athletic will develop and document an **individual accommodation plan** for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communication supports.

Movati Athletic will develop and document a **return to work process** for employees returning to work due to disability and requiring disability-related accommodations. Movati Athletic will work with the employee to ensure the employee's reintegration is successful.

Movati Athletic will take into account the accessibility needs of its employees with disabilities, as well as any individual accommodation plans when providing **career development, performance management** and when considering **redeployment**.

Multi-Year Accessibility Plan

Movati Athletic has developed a multi-year plan which details our strategy and the steps we will undertake to meet the requirements set out in the policy and to ensure compliance with the AODA legislation. The accessibility plan will be reviewed and updated at least once every five years. This plan can be provided in an accessible format upon request.

Training

All employees and those who participate in developing Movati Athletic's policies will be trained on the requirements of the Integrated Accessibility Standards of Information and Communication and Employment, and on the *Ontario Human Rights Code*, as it pertains to people with disabilities.

Training will be provided to new hires as part of the orientation and onboarding process and within the first 30 days of employment. For all others, training will take place as soon as it is practicable and when changes are made to the plan. Upon completion, Movati Athletic will keep a record of the training provided including the dates on which the accessibility training took place.

This policy and its related procedures will be reviewed as required in the event of legislative changes.



Acknowledgement & Agreement

I, _____ acknowledge that I have read and understand the Accessibility for Ontarians Policy of Movati Athletic. Further, I agree to adhere to this Policy and will ensure that employees working under my direction adhere to these guiding principles. I understand that if I violate this Policy, I may face corrective action, up to and including termination of employment.

Employee Name:

Date:

Employee Signature:

Manager Name:

Manager Signature:

Referenced Documents:

- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Accessibility Standards for Customer Service, Ontario Regulation 429/07*
- *Blind Person's Rights Act*
- *Dog Owners' Liability Act*
- *Food Safety and Quality Act 2001, Ontario Regulation 31/05*
- *Health Protection and Promotion Act, Ontario Regulation 562*
- *Human Rights Code*