

PROVINCIAL WOMEN'S SOFTBALL ASSOCIATION OF ONTARIO

ACCESSIBILITY POLICY

The Provincial Women's Softball Association of Ontario (hereafter called the P.W.S.A.) is committed to developing, implementing, maintaining, and enhancing accessibility in the areas of information, communications, and membership, in a manner that:

- Respects the individual's dignity and independence;
- Provides an equal opportunity to access our programs and services; and
- Allows persons with disabilities access to our programs and services at the same time, and location, as all other participants.

In fulfilling this commitment, P.W.S.A. will make every effort to provide individuals with disabilities the same opportunity to access our programs and services in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA). As part of our commitment to providing access to our services for all members, P.W.S.A. will seek to remove obstacles faced by individuals with disabilities at our meetings, programs and events, and through our communications.

Assistive Devices / Designated Areas

Upon request, P.W.S.A. will ensure that members are trained and familiar with various assistive devices that may be used by members and the general public attending meetings and events sanctioned by P.W.S.A. Meetings will be held in a fully accessible building for wheelchairs and other assisted walking devices with easy access to street level entryways and elevators. In addition, every effort will be made to communicate to our tournament and event hosts the importance of providing an accessible facility. For example, the host shall make every effort to provide a designated seating area, a handrail on bleachers, a non-gravel pathway to spectator area, an accessible washroom, a handicapped parking area.

Communication

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services in accessible formats or with communication supports. For example, we will provide written communications through our online media that users can manipulate to their needs; such as, large print, language translation using online translation tools. Additionally, Board Members will speak by phone as required to provide verbal communication in plain language as requested by people seeking information on our programs and services.

Service Animals

We welcome people with disabilities and their service animals. Service animals will be allowed at meetings and events sponsored by P.W.S.A.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them to our meetings, events, and programs. We will post a notice on our website to notify people of this. If there is an admission fee payable as a result of the person's attendance at a P.W.S.A. sanctioned event, notice shall be given in advance about the amount, if any, payable by the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities that affects accessibility, P.W.S.A. will make every reasonable effort to provide the public with notice of the disruption. 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. This notice will be posted on location and on our website. Adequate notice in the case of a temporary emergency disruption may not be possible.

Training

All P.W.S.A. Board Members will be trained in Ontario's accessibility customer service standards, laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our Members on accessibility as it relates to their specific roles.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Instruction on how to interact and communicate with people with various types of disabilities
- Instruction on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Instruction on how to use equipment or devices available at meeting or event locations, if there are any that may assist with the provision of services
- Instruction on what to do if a person with a disability is having difficulty in accessing P.W.S.A.'s programs and services
- Instruction for those involved in the development of policies, plans, practices and procedures related to the provision of our services
- Access to the Booklet "Integrated Accessibility Standards Regulation: A Training Booklet for Small Private and Not-for-Profit Organizations". For module certification access, use the following link - <http://accessforward.ca/>

New training will also be provided when changes are made to P.W.S.A.'s accessibility plan.

Feedback Process

Individuals who wish to provide feedback on the way P.W.S.A. provides programs and services to people with disabilities can email the President or send a letter to the address posted on our website. A reply can be expected within 14 days.

Notice of Availability

P.W.S.A. will notify the public that our policies for accessibility are available upon request by making this information available on our website. Upon request, P.W.S.A. will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Modifications to this or Other Policies

Any policy of P.W.S.A. that does not respect and promote the dignity and independence of people with disabilities will be modified.

Policy Name: Accessibility Policy
Ratification Date: January 28, 2023
Review Date: January, 2026

ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE

TRAINING RECORD

DATE:

LOCATION:

TRAINING CONTENT:

TRAINERS:

NAME	SIGNATURE

ACCESSIBILITY FEEDBACK FORM

The Association 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?
 - Yes
 - No

3. Was our customer service provided to you in an accessible manner?
 - Yes
 - No (please explain below)
 - Somewhat (please explain below)

4. Did you encounter any problems in accessing our facilities or services?
 - Yes (please explain below)
 - No
 - Somewhat (please explain below)

5. Please add any other comments you may have:

6. Contact Information (optional):

Thank You for your 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 the P.W.S.A. website.