

# Badminton Ontario Accessibility Policy

(March 2017)

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## Policy Statement

Badminton Ontario is committed to promoting equal access and participation for persons with a disability as athletes, coaches, volunteers and spectators, and recognizes the importance of measuring all its activities in a manner that:

- Respects the individual's dignity and independence;
- Values inclusiveness, equity, fairness and timeliness;
- 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, Badminton Ontario will make every effort to provide individuals with disabilities the same opportunity as other individuals 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, 2005* (the "AODA"). As part of our commitment to providing access to our services for all members, Badminton Ontario 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, we 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 Badminton Ontario. 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 should provide a designated seating area, a handrail on bleachers, a non-gravel pathway to spectator areas, an accessible washroom, and 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, Badminton Ontario 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 Badminton Ontario.

### **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 Badminton Ontario 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, Badminton Ontario 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 Badminton Ontario 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 AODA 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 Badminton Ontario'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 Badminton Ontario's accessibility plan.

### **Feedback Process**

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

### **Notice of Availability**

Badminton Ontario will notify the public that our policies for accessibility are available upon request by making this information available on our website. Upon request, Badminton Ontario 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.

### **Program Provisions**

Badminton Ontario will implement a plan for inclusion of persons with a disability, and will work with its respective District associations for the implementation of similar plans. This plan will include an inclusive communications strategy to ensure that timely and appropriate information on programming is available to all.

Badminton Ontario will encourage and advocate for the inclusion of persons with a disability in all Badminton Ontario programming as athletes, coaches and volunteers. Due consideration will be given to meeting the appropriate needs of inclusion, accessibility and safety of persons with special needs within the respective programming.

The training, coaching and competition needs of persons with a disability will be defined and incorporated into Badminton Ontario's documented programming plans and priorities.

The leadership of Badminton Ontario will encourage and advocate for the inclusion of persons with a disability within Committees and the Board of Directors.

Badminton Ontario will encourage persons with a disability to act as role models for young participants, believing that it is essential that they be viewed as participants in badminton like all others.

Badminton Ontario will promote the sport of badminton without bias of and towards a barrier-free perspective for persons with a disability, and reflecting their positive engagement in the sport of badminton.

In dealing with external organizations and agencies, Badminton Ontario will advocate and lobby for the enhancement of opportunities for persons with a disability to emerge as leaders and participants.

Badminton Ontario will work closely with Badminton Canada and the Badminton World Federation to continue to develop and promote the inclusiveness of the sport for persons of all backgrounds and capacities.

Badminton Ontario will work with Badminton Canada to develop Para-Badminton programming on an equal basis with its traditional badminton programming.

**Modifications to this or Other Policies**

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

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