



ACCESSIBILITY POLICY (Excerpt from the Rugby Ontario Operations Manual)

Providing goods, services or facilities to people with disabilities

Rugby Ontario is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

Rugby Ontario understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Rugby Ontario is committed to complying with both the *Ontario Human Rights Code* and the *AODA*. Rugby Ontario is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. This may include things such as larger print, online translation tools and one on one verbal communication. We will work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.



When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

Support persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. In certain cases, Rugby Ontario might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Rugby Ontario will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

If Rugby Ontario determines that a support person is required, we will waive the admission fee [if applicable] for the support person

Feedback process

Rugby Ontario welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way Rugby Ontario provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- email via info@rugbyontario.com
- Letter to the address indicated on our website

All feedback, including complaints, will be directed to the Chief Executive Officer. Customers can expect to hear back in 14 days. Rugby Ontario will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Approved by the Rugby Ontario Board of Directors February 9, 2020