

COMMONWEALTH GAMES CANADA
ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

Purpose

Commonwealth Games Canada (CGC) is committed to providing quality service to our diverse user community, including persons with disabilities. As part of our commitment to providing access to our services for all customers, we seek to remove obstacles faced by individuals with disabilities.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), CGC will provide service, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

Procedures / Guidelines:

CGC will support our customers to utilize our services in the following manner:

1. Providing Goods and Services

Communications:

We will communicate to people with disabilities in ways that take into account their disability. We will train our staff on how to interact and communicate with our diverse user community and people with various types of disability, respecting their dignity and independence. For example, CGC provides, free of charge, larger print documents and the use of relay call services to accommodate customers who are deaf or hard of hearing.

Telephone Services:

We will communicate with people with disabilities in ways that take into account their disability. We will train our staff to communicate with our customers over the telephone in plain language and to speak clearly. We will also make our staff familiar with telephone technologies intended for people with disabilities.

Assistive Devices:

We will ensure that our employees are familiar with and trained in the use of various assistive devices which may be utilized by our customers.

Billing:

CGC is committed to providing accessible invoices in alternate formats upon the request of our customer by providing larger print documents.

2. Use of Service Animals and Support Persons

Service Animals:

Persons with a disability may enter CGC premises accompanied by a service animal, and keep the animal with them, in areas to which the public has access on our premises, providing the animal is not otherwise excluded by law. While visiting our premises, it is the responsibility of the person with the service animal to ensure the animal is under control at all times.

Support Person:

Persons with a disability may be accompanied by a support person and have access to that individual at all times. CGC may require a person with a disability to be accompanied by a

support person while on our premises, in situations where it is necessary to protect the health and safety of the person with a disability.

3. Notice of Temporary Disruption

CGC will make every effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if available. We will not be able to give adequate notice in case of a temporary emergency disruption.

In order to make information accessible, signs and printed notices will be displayed at the entrance to our facilities.

4. Training for Staff

CGC will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Services. In addition, training will be provided to new employees as part of their orientation and on a continuing basis as required. The amount and format of training will depend upon the person's interaction with customers. A record of training will be kept by the Facility Services Department.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
- The requirements of the Accessibility Standards for Customer Services.
- Information about CGC policies, procedures and guidelines pertaining to the provision of services to users with disabilities.
- How to interact and communicate with people with various types of disabilities.
- What to do if a person with a disability is having difficulty accessing CGC services.
- How to interact with people with disabilities who use assistive devices or require assistance of a service animal or a support person.
- How to use equipment or devices available by CGC that may help with the provision of services to persons with disabilities.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5. Feedback Process

The ultimate goal of the CGC is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback regarding the way CGC provides services to people with disabilities can be made by contacting:

Commonwealth Games Canada
Atten: Administrative Manager
120-2255 St. Laurent Blvd.
Ottawa, ON K1G 4K3
613-244-6868
info@commonwealthgames.ca

6. Modification to This or Other Policies

CGC is committed to developing and updating customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

7. Questions About this Policy

All questions regarding this policy should be directed to the Administrative Manager.

Legislation:

[Accessibility for Ontarians with Disabilities Act \(AODA, 2005\)](#)

[Accessibility Standards for Customer Service, Ontario Regulation 429/07](#)