



AKBA ACCESSIBILITY POLICY

The following policy and procedures have been established by the AKBA to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07, “Accessibility Standards for Customer Service.”

SCOPE

The policy and procedures apply to the programs and services directly provided by the AKBA.

POLICY

The AKBA strives to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs and services and allowing them to benefit from the same services, in the same place and in a similar way to other members and participants.

OPERATIONAL PROCEDURES

AKBA is committed to excellence in serving all members and participants, including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

- **Communication** – When communicating with a person with a disability, AKBA will communicate in a manner that considers the person’s disability.
- **Assistive Devices** – the AKBA recognizes that some individuals with disabilities use assistive devices to access our services. We will permit these individuals to use their assistive devices to obtain, use or benefit from our services. Should an individual with a disability be unable to access our services using their own personal assistive device, AKBA will determine if service is inaccessible, based upon the individual requirements, assess service delivery and potential service options to meet the needs of the individual. As our building is not accessible to all, we will make arrangements to meet at a barrier-free facility with participants or representatives from member clubs as required.
- **Service Animals** – the AKBA recognizes that some individuals with disabilities may require the use of guide dogs or other service animals in order to access services. Persons with disabilities who are accompanied by a guide dog or other

service animal will be permitted to enter the parts of our premises or our event locations that are common areas and to keep the animal with them, unless the animal is otherwise excluded by law from the premises. If the animal is legally excluded from some parts of the premises, the AKBA will provide alternative measures to enable the person to obtain, use or benefit from its services.

- **Support Persons** – the AKBA further recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter AKBA's premises or our event locations together with the support person and will not be prevented from having access to the support person while on our premises at no additional cost.
- **Employment Practices** –Any posting for employment will indicate an openness for potential candidates to be aware of our policy and support for all candidates to pursue the position.

NOTICE OF TEMPORARY DISRUPTION

The AKBA will provide participants with notice in the event of a planned or unexpected 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.

FEEDBACK

Feedback, including complaints, regarding the way AKBA provides goods and services to people with disabilities can be made by email, verbally, or in writing. All feedback should be sent to: president@akba.ca