



Effective Date: January 2025

Policy Statement

The London Skating Club is committed to:

- ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario's accessibility laws;
- meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination;
- understanding 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; and
- excellence in serving and providing goods, services or facilities to 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.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards, and aspects of the Ontario Human Rights Code that relate to persons with disabilities. In addition, we will train:

- all people who participate in developing the organization's policies; and
- all other people who provide goods, services or facilities on behalf of the organization

Training of our employees and volunteers on accessibility relates to their specific roles.

Training will include:

- the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards;
- our policies related to the Customer Service Standards;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person; and
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.



The equipment or devices we have include visual information & signage that is easy to read, tactile learning props

If a person with a disability is having difficulty in accessing our organization's goods, services or facilities please contact us for assistance:

email: info@londonskatingclub.com

or by phone: 519-681-2640

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Workplace Emergency Response Information

If our organization has an employee that has a disability, we will provide individualized workplace emergency response information to the employee, should we be aware of the need for accommodation, as soon as we are aware. Should that employee require assistance, we shall provide the emergency response information to the person providing assistance. The emergency response information will be reviewed when and if the employee moves to a different location, when the overall needs or plans are reviewed and when we review our organization's general emergency response policies.

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.

We ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide, that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that consider their disability by providing written communication through our online media that users can manipulate to their needs such as large print, and language translation using online translation tools. Additionally, staff will speak by phone as required to provide verbal communication in plain language as requested by users of our goods and services.

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

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities



Support people

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- a) Where admission fees are charged for a competition or ice show, notice will be provided ahead of time on the price of admission (if any) that would be charged to the spectator and/or the support person of a person with a disability
- b) where an on-ice support person is required for a participant with a disability, there would not be a registration fee required for that support person.
(*Skate Canada membership will be tracked through the participating skater*)

In certain cases, this organization might require a person with a disability to be accompanied by a support person for health or safety reasons of:

- the person with a disability
- others on the premises

Before deciding, the London Skating Club will:

- consult with the person with a disability (or their parent/guardian) 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

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, The London Skating Club will notify customers promptly. There will be a clearly posted notice and it will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at our properties: *Earl Nichols arena, Kinsmen arena, Argyle arena and STARTECH.com arena, London, Ontario.*

Feedback process

The London Skating Club welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Feedback may be provided in the following ways:

email: info@londonskatingclub.com

or by phone: 519-681-2640

You can expect to hear back in 1-2 business days.