



1. PURPOSE AND POLICY STATEMENT

The Canterbury Community Association (CCA) has a service level agreement with the City of Ottawa; therefore, we follow the City of Ottawa's [Accessibility Policy](#). The City combines all the requirements of the AODA Accessible Standards for Customer Service Regulation with the requirements in the AODA Integrated Accessibility Regulations to create one Accessibility Policy.

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

A standard for customer service has been established under the Act to ensure programs and services are, where at all possible, equally accessible to every member of the public.

We at the CCA are committed to providing a barrier-free environment for our customers. The objective of this policy is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

2. CORE PRINCIPLES OF THE POLICY

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- **Dignity** - Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- **Equality of Opportunity** - Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our programs and services.
- **Integration** - Wherever possible, persons with a disability should benefit from our programs and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, programs and services will, to the extent possible, be provided in another way that considers the person's individual needs.
- **Independence** – Programs and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

3. APPLICATION

The Policy applies to all persons who, on behalf of CCA, deal with members of the public or other third parties. This includes our employees, volunteers, agents and contractors.

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4. DEFINITIONS

Accessibility Report – The report required to be filed pursuant to section 14 of the Act.

Assistive Device - Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.

Disability – Has the same definition as is provided under the Act and Human Rights Code, R.S.O. 1990, c. H.19.

Service Animal - An animal is a service animal for a person with a disability,

- if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person – A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to programs or services.

“We”, “Our” and “Staff” means Canterbury Community Association and its employees, volunteers, agents and contractors.

5. IMPLEMENTATION

Canterbury Community Association has created an Accessibility Committee responsible for:

- Developing and implementing policies, practices and procedures to ensure the accessible provision of programs to persons with a disability.
- Developing and implementing an accessibility training program as required under the Act.
- Developing a feedback procedure as required under the Act.
- Filing Accessibility Reports as required under section 14 of the Act.

6. PROVIDING PROGRAMS TO PEOPLE WITH DISABILITIES

A. Accessible Mediums of Communication

Canterbury Community Association strives to communicate with members of the public in a manner that is accessible. Mediums of accessible communication we currently employ include:

- A website that provides information in clear plain language.
- Individuals with screen readers can use our website.
- Able to provide one to one support and advice on ensuring access to CCA programs.

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B. Communicating with Persons with a Disability

Canterbury Community Association strives to communicate with persons with a disability in a manner that considers the disability. Approaches for communication are set out in our accessibility training program.

C. Assistive Devices

Persons with a disability are permitted, where possible, to use their own Assistive Device when on the premises for the purposes of obtaining, using or benefiting from our programs.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on the premises we will first endeavour to remove that barrier. If we cannot remove the barrier, we will ask the person how they can be accommodated and what alternative methods of service would be more accessible to them. Please note that the CCA has limited ability to do any structural changes within the facility since the City of Ottawa maintains and operates the building. If a structural request is made that we cannot accommodate the city would need to be consulted for a resolution. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our programs.

Accessibility at Our Premises

We offer the following services to which the Policy applies to enable persons with a disability to obtain, use or benefit from our programs:

- Alternate formats of documents i.e. commonly asked customer questions, such as return and exchange policy, available in a handout and in large print.
- Assistance of a staff person to complete a form.
- A chair for waiting in line if a person's disability prevents him or her from standing for lengthy period.
- Changing, showering and toilet facilities adapted and suitable for persons with a disability.
- Motorized/assisted door opening on main doors, toilets and changing rooms
- Ramp access to buildings.
- Staff will receive training on how to use facilities or services made available on our premises to assist persons with a disability to obtain, use or benefit from our programs.

Service Animals

Persons with a disability may enter the premises accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

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If it is not readily apparent that the animal is a Service Animal, CCA may ask the person with a disability for a letter from a physician or nurse confirming that the person requires the animal for reasons relating to their disability.

Staff will receive training on how to interact with persons with a disability accompanied by a Service Animal.

Support Persons

A person with a disability may enter the premises with a Support Person and have access to the Support Person while on the premises.

The CCA may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Staff will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

Notice of Temporary Disruptions

The CCA will notify customers if there is a planned or unexpected disruption of a facility or service persons with a disability use to access our programs. The notice will be posted at the entrance of the applicable premises and on the home page of the Canterbury Community Association website.

The notice will include the following information:

- That a facility or service is unavailable.
- The anticipated duration of the disruption.
- The reason for the disruption.

D. Evacuation Procedures

The CCA is responsible to follow the evacuation procedures provided by the City of Ottawa and wait for the responsibility leads to advise which course of action to take. The CCA staff must make sure all the participants in their class follow the direction of the city responsibility leads and help anyone who requires assistance in following the directions provided by the responsibility lead. The CCA staff must be aware of and follow the evacuation procedures as outlined below:

Building Evacuation

- Threat is inside the building.
- Access to building is prohibited
- Exit from building is required.

Shelter In Place

- Threat is outside (typically environmental/atmospheric).

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- Exterior doors are to remain closed.
- Exit from building is discouraged.

Secure Facility

- Threat is outside.
- Exterior doors are locked.
- Access to building is prohibited.
- Exit from building is strongly discouraged.

Lockdown

- Threat is inside the building.
- Threat is immediate.
- Persons inside the building are to move to a safe location and lock and barricade doors.

7. TRAINING AND RECORDS

The CCA will provide training as required under the Act, to all persons to whom this Policy applies as well as to those persons charged with developing this Policy and related procedures and practices.

A. Content of Training

Training will include:

- A review of the purpose of the Act and requirements of the Standard.
- A review of the Policy.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- How to use equipment or devices made available on our premises to assist persons with a disability to obtain, use or benefit from our programs.
- What to do if a person with a disability is having difficulty accessing our programs.

B. Timing of Training

Training will be provided to all persons to whom this Policy applies as soon as practicable after they are assigned the applicable duties. CCA is working towards all employees to complete the training and hand in their successful certificate.

The CCA will train staff when made aware of specific client accommodations on a one to one or group training basis.

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C. Documenting Training

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act.

8. FEEDBACK PROCEDURE

A. Receiving Feedback

The CCA welcomes and appreciates feedback regarding this Policy and its implementation. Feedback can be provided in the following ways:

In Person: Canterbury Community Centre, 2185 Arch Street, Ottawa

Telephone: 613-738-8998

Email: programs@cca-acc.ca

Website: Through our [Policies and Procedures – Feedback Form](#)

If your request is in reference to accessibility of the Canterbury Recreation Complex buildings, you may request support with the City of Ottawa:

In person: Any City of Ottawa [Client Service Centre](#)

Telephone: 3-1-1 (613-580-2400) / 613-580-2401(TTY)

Email: 311@ottawa.ca

B. Responding to Feedback

The CCA has a feedback protocol to enable it to receive and respond to comments, including complaints. The CCA feedback protocol is available upon request. The CCA strives for high levels of customer service. All client inquires are answered within five working days of receipt, if not sooner.

9. DOCUMENTATION TO BE MADE AVAILABLE

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

10. FORMAT OF DOCUMENTS

The CCA will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.