



Accessibility Policy and Procedures

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 a one Accessibility Policy. The Accessibility Policy ensures the provision of equal treatment to people with disabilities with respect to the use and benefit of City services, programs, goods, and facilities in a manner that respects their dignity and that is equitable in relation to the broader public in the areas of customer service, information and communication, employment, and taxis.

Accessibility Support Procedure

You may request accessibility support with the CCA in reference to our services (Programs, PD Day camps, Afterschool Program, and Events):

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

Telephone: 613-738-8998

Email: programs@cca-acc.ca

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

Feedback

Feedback on how goods, services and programs are provided to people with disabilities shall be invited, forwarded to the appropriate personnel, responded to, documented, and tracked

(including the City of Ottawa). Feedback shall be collected by phone at 613-738-8998, by email to the programs@cca-acc.ca and in person at the Canterbury Community Centre, 2185 Arch Street, Ottawa.

Customer Service Standards: Assistive Devices, Service Animals and Support Persons

CCA employees, volunteers and third-party contractors shall accommodate the use of personal assistive devices including, but not limited to, wheelchairs, canes, walkers, scooters and Braille display boards.

Persons with disabilities, accompanied by a guide dog or other service animal and accessing goods, services or facilities that are provided to members of the public or other third parties at premises owned or operated by the CCA and / or the City, shall be permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises (for example, in food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7).

An animal is a service animal for a person with a disability if:

- (a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) The person provides documentation from a regulated health professional, described in Section 80.45 (4) of the IASR, confirming that the person requires the animal for reasons relating to the disability.

If a person with a disability is accompanied by a support person, the CCA and the City permits both persons to enter the premises together and the person with a disability is not prevented from having access to the support person while on the premises.

If the CCA charges an admission fee to a support person, the CCA shall ensure that notice is given in advance about the amount, if any, that is payable in respect of the support person accompanying a person with a disability.