



## Customer Service Standard – Accessibility for Ontarians with Disabilities (AODA)

### Commitment to Accessibility Policy

Curling Canada is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.

Curling Canada understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices.

### Training

Curling Canada is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Employees will also be trained on an ongoing basis when changes are made to these policies, practices and procedures. Curling Canada will maintain accurate records of training delivered to our employees and make these records available for inspection as may be required. All training will be conducted by an e-Learning video [www.accessforward.ca](http://www.accessforward.ca)

### Customer Service

Curling Canada understands that all customers need to receive the same value and quality. We are committed to allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk. We will provide alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner and will take into account individual needs when providing goods and services.

### Information and Communications

Curling Canada is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports in a timely manner. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

### Employment

Curling Canada will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who



have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

### **Design of Public Spaces**

Curling Canada will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

### **Notice of Temporary Disruption**

Curling Canada will provide our clients 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.

The notice will be provided in advance, where possible, to the client by email or by telephone and will be posted at all public entrances and reception areas on our premises.

### **Use of Service Animals and Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We will also ensure that all employees who have direct interactions with our clients are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are also committed to welcoming people with disabilities who are accompanied by a support person.

### **Accessible Information**

Public Information regarding policies, products and the company are available to any customer or employee upon request and will be provided in a timely manner. The information will be provided in a written form or an email, or in a format accessible by the personal with a disability. Large print will be available. This information includes and is not limited to:

1. Emergency and Public Safety information
2. Emergency Plans and Procedures – Health and Safety
3. Maps warning signs and evacuation routes (pointing out emergency exits)
4. Information about alarms (i.e. fire) or other emergency alerts.
5. Employee job descriptions and workplace policies and procedures
6. Company newsletters and bulletins



### **Modifications to this or other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. No changes will be made to this policy before considering the impact on people with disabilities. Any policy of Curling Canada that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

### **Feedback Process**

Feedback regarding the way Curling Canada provides goods and services to people with disabilities can be made by email [accessibility@curling.ca](mailto:accessibility@curling.ca) or verbally to the COO.

Complaints will be addressed according to Curling Canada's established complaint management procedures.

### **Questions About This Policy**

A copy of this and all other policies are available upon request by contacting Human Resources. In addition, a copy of this policy is available on the company's website [www.curling.ca](http://www.curling.ca). The Policy document will be provided in a format that takes into account the person's disability.