

ACCESSIBILITY POLICY ONTARIO TABLE TENNIS ASSOCIATION

1. Ontario Table Tennis Association Commitment

In fulfilling its mission as a recognized PSO, the Ontario Table Tennis association (OTTA) strives at all times to identify, retain, and support its employees and volunteers in a way that respects the dignity and independence of people with disabilities. The OTTA is committed to giving people with disabilities access to the same opportunities as other employees.

The OTTA is committed to creating an inclusive culture across the organization by preventing and removing barriers for person with disabilities. Where it is not possible to remove barriers, The OTTA will make efforts to accommodate persons with disabilities in a timely, effective and suitable manner. The OTTA supports the principles of accessibility legislation.

2. Policy Statement

The OTTA is committed to providing an environment that is free of discrimination and harassment and supportive of athletic achievement and the dignity, self-esteem and fair treatment of everyone taking part in its programs and activities. The OTTA seeks to create a climate of mutual respect that reinforces opportunity and allows for each person to contribute fully to the development and wellbeing of the paddling community.

To this end, the OTTA affirms the rights of all persons, including those with disabilities, to have equal access in employment and to OTTA programs. The OTTA further affirms its commitment to promoting the following principles in all of its policies and interactions with persons with disabilities:

- **Dignity:** Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.
- **Independence:** Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.
- **Integration:** Persons with disabilities can access all services and programs. This may require alternative formats and flexible approaches. It means inclusiveness and full participation.
- **Equal Opportunity:** Service is provided to persons with disabilities in a way that their opportunity to access services and programs is equal to that given to others.

3. Use of Service Animals and Support Persons

Service Animals:

Persons with a disability may enter any OTTA premises accompanied by a service animal, and keep the animal with them, in areas to which the public has access on our premises, providing the animal is not otherwise excluded by law. While visiting OTTA's premises, it is the responsibility of the person with the service animal to ensure the animal is under control at all times.

Support Person:

Persons with a disability may be accompanied by a support person and have access to that individual at all times. The OTTA may require a person with a disability to be accompanied by a support person while on our premises, in situations where it is necessary to protect the health and safety of the person with a disability.

4. Training for Staff

The OTTA will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Services. In addition, training will be provided to new employees as part of their orientation and on a continuing basis.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
- The requirements of the Accessibility Standards for Customer Services.
- Information about OTTA policies, procedures and guidelines pertaining to the provision of services to users with disabilities.
- How to interact and communicate with people with various types of disabilities.
- What to do if a person with a disability is having difficulty accessing OTTA services.
- How to interact with people with disabilities who use assistive devices or require assistance of a service animal or a support person.
- Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities.

5. Feedback Process

The OTTA's objective is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and appreciated. Feedback regarding the way the OTTA provides services to people with disabilities can be made by contacting the OTTA Manager of Programs and Operations:

otta@ontariotabletennis.com

**RESOURCES Accessibility for Ontarians with Disabilities Act www.aoda.ca
Web Content Accessibility Guidelines (WCAG) 2.0**