



ACCESSIBILITY FOR PERSONS WITH DISABILITY POLICY

STATEMENT:

CORK Sail Kingston is committed to providing quality service to our diverse user community, including persons with disabilities. As part of our commitment to providing access to our events for all individuals, including athletes, volunteers, employees and coaches, CORK will use reasonable means to remove obstacles faced by individuals with disabilities while still operating within Sail Canada and World Sailing rules.

This policy is drafted within the context of the Customer Service Accessibility Act, Ontario Regulation 429/07 and the Integrated Accessibility Standards, Ontario Regulation 191/11 set forth under the Accessibility for Ontarians with Disabilities Act, 2005.

DEFINITIONS:

1. **Accessible Formats** – Include, but are not limited to, large print, recorded audio and electronic formats and other formats usable by persons with disabilities.
2. **Assistive Device** – Is a technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that individuals bring with them, such as a wheelchair, walker, or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering, or reading.
3. **Communication Supports** – Include but are not limited to captioning, alternative and augmentative communication supports, plain language, and other supports that facilitate effective communications.
4. **Disability** – The term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:
 - Any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect, or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness of speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- A condition of mental impairment or a developmental disability;
 - A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - A mental disorder; or
 - An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
5. **Service Animal** – An animal is a service animal for a person with a disability if:
- 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
 - The person provides documentation from a member of a regulated health professional college confirming that the person requires the animal for reasons relating to the disability.
6. **Accessibility Support Person** – An accessibility support person means, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care, medical needs, or access to events.

PURPOSE:

CORK will make every reasonable effort during events to ensure that its policies, practices, and procedures are consistent with the principles of dignity, independence, integration, and equal opportunity by:

- Using alternative methods when possible to ensure that participants with disabilities have access to the same services, in the same place and in a similar manner;
- Taking into account individual needs when running events;
- Communicating in a manner that takes into account the participant’s disability; and
- Providing accessible formats and communication supports, when possible, to employees and potential employees with disabilities.

APPLICATION OF THIS POLICY:

This Policy describes how CORK works with its employees as well as how CORK provides its programs, goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

GUIDELINES:

CORK will support our participants and our employees in the following manner:

1. Accessible Formats and Communication Supports

Unless deemed unconvertible, CORK will make efforts within reason to provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

CORK will take into account the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability.

CORK will make the availability of accessible formats and communication supports publicly known.

Exceptions: The Information and Communication Standard does not apply to:

1. Products and product labels;
2. Unconvertible information or communications; or
3. Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications: If it is determined, in consultation with the requesting party, that information or communications are unconvertible, CORK will ensure that the individual who made the request is provided with an explanation and a summary of the information.

CORK will classify information or communications as unconvertible where:

1. It is not technically practicable to convert; or
2. The technology required to make the conversion is not readily available.

2. Use of Assistive Devices

Persons with disabilities may use their own assistive devices as required when participating in events run by CORK.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access to CORK events. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a customer with an oxygen tank may involve ensuring the customer is in a location that would be considered safe for both the customer and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the customer.

3. Guide Dogs and Service Animals

A participant with a disability who is accompanied by a guide dog or service animal will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs or service animals.

Exclusion Guidelines: If a guide dog or service animal is excluded by law, CORK will allow alternative methods to enable the person with a disability to access goods and services, when possible.

Recognizing a Guide Dog or Service Animal: If it is not readily apparent that the animal is being used by the participant for reasons relating to their disability, CORK may request verification from the customer.

Care and Control of the Animal: The participant who is accompanied by a guide dog or service animal is responsible for maintaining care and control of the animal at all times.

Allergies: If a health and safety concern presents itself (for example, in the form of a severe allergy to the animal), CORK will make all reasonable efforts to meet the needs of all individuals.

4. The Use of Accessibility Support Persons

If a customer with a disability is accompanied by an accessibility support person, CORK will ensure that both persons may enter the premises together and that the participant is not prevented from having access to the support person.

There may be times where seating and availability prevent the participant and accessibility support person from sitting beside each other. In these situations, CORK will make every reasonable attempt to resolve the issue.

In situations where confidential information might be discussed, consent will be obtained from the participant before any confidential information will be discussed in front of the accessibility support person.

Admission Fees: Where CORK requires an accessibility support person to accompany a person with a disability, and where the person with a disability has agreed to the accompaniment, CORK will not charge the accessibility support persons any fees.

5. Notice of Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of CORK. In the event of any temporary disruptions to facilities or services that participants with disabilities rely on to access or participate in CORK events, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

If a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Events that are disrupted or unavailable;
- Reason for the disruption;
- Anticipated duration; and
- A description of alternative options.

6. Training for Staff and Service Providers

Training will be provided to:

1. Every person who is an employee and appropriate volunteers of CORK.
2. Every person who participates in developing/reviewing CORK's accessibility policy.

<https://www.aoda.ca/free-online-training/>

Training Provisions: Regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- A review of the requirements of the customer service standards;
- Instructions on how to interact and communicate with people with various types of disabilities;
- Instructions on how to interact with people with disabilities who:
 - a. Use assistive devices;
 - b. Require the assistance of a guide dog or other service animal; or
 - c. Require the use of a support person (including the handling of admission fees);
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities;
- Instructions on what to do if a person with a disability is having difficulty accessing your services; and

- Policies, procedures, and practices of CORK pertaining to providing accessible customer service to participants with disabilities.

Training Schedule: CORK will provide training as soon as practicable. Training will be provided to new employees during orientation. Training will be provided to appropriate volunteers. Revised training will be provided in the event of changes to legislation, procedures, policies, or practices.

7. Employment Practices

Recruitment, Assessment and Selection: CORK will notify employees and the public about the availability of accommodation for job applications who have disabilities. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, CORK will consult with the applicant and provide or arrange for suitable accommodation. Successful applicants will be made aware of CORK's policies and supports for accommodating people with disabilities.

Accessible Formats and Communication Supports for Employees: CORK will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, CORK will provide or arrange for the provision of accessible formats and communication supports for the following:

1. Information needed in order to perform their job; and
2. Information that is generally available to all employees in the workplace.

CORK will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

Workplace Emergency Response Information: Where required, CORK will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- CORK reviews general emergency response policies.

Performance Management and Career Development and Advancement: CORK will consider the accessibility needs of employees with disabilities when implementing performance management processes, or when offering career development or advancement opportunities. Individual accommodation plans will be consulted, as required.

Redeployment: The accessibility needs of employees with disabilities will be taken into account in the event of redeployment. Individual accommodation plans will be consulted, as required.

8. Design of Public Spaces

As a tenant of The City of Kingston, CORK is committed to partnering with The City in an effort to encourage their consideration whenever it may be advisable to make changes to meet the required Accessibility Standards for the Design of Public Spaces or when they are building or making major modifications to public spaces occupied and utilized by CORK.

9. Feedback Process

Comments on our services regarding how well those expectations are being met are welcomes and appreciated. Feedback regarding the way CORK provides services to people with disabilities can be made by contacting:

Email: info@cork.org

Mail: Executive Director; Portsmouth Olympic Harbour
53 Yonge Street, Kingston
ON, Canada, K7M 6G4

MODIFICATIONS TO THIS OR OTHER POLICIES

CORK is committed to developing and updating its policies in a manner that respects and promotes the dignity and independence of people with disabilities.

POLICY REVIEW

This policy will be reviewed every three years by the CORK Executive to ensure it meets the needs of the organization and to ensure that it is reflective of CORK's current practices and legislative requirements.

LEGISLATION

Accessibility for Ontarians with Disabilities Act (AODA, 2005) Customer Service Accessibility Act, Ontario Regulation 429/07 Integrated Accessibility Standards (IASR) Regulation 191/11

This Policy is effective: 2021-05-03

Approved by the Board of Directors 2021-05-03