



Governance

Reviewed by Board of Directors for Policy Approval: 20190412

Reviewed by Board of Directors for Policy Approval: 20210421

Reviewed by Board of Directors for Policy Approval: 20230203

G-4 Accessibility Policy

Effective date	February 03, 2023
Initial Approved Date	April 12, 2019
Date last reviewed	February 03, 2023
Archived date	
Replaces and/or amends	
Appendix(-ces) to this Policy	

Policy Purpose

The following policy, practices and procedures have been established by Able Sail Toronto to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07, "Accessibility Standards for Customer Service."

The mission of AST is to ensure that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service to effectively provide services to people with disabilities.

In fulfilling our mission, AST strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

Providing Goods And Services To People With Disabilities

AST is committed to excellence in serving all customers including people with disabilities, and we will carry out our functions and responsibilities in the following areas:

Communication

When communicating with a person with a disability, AST will communicate in a manner that takes into account the person's disability.

Telephone Services

AST is committed to providing fully accessible telephone service to our customers. We will train club representatives to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices

AST recognizes that some individuals with disabilities use assistive devices in order to access our services. We will permit these individuals to use their assistive devices to obtain, use or benefit from our services. Should an



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individual with a disability be unable to access our services through the use of their assistive device, AST will determine if service is inaccessible, based upon the individual requirements, assess service delivery and potential service options to meet the needs of the individual. As our building is not accessible to all, we will make arrangements to meet at a barrier-free facility with customers as required.



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Billing

AST is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print or by email. AST will answer any questions customers may have about the content of the invoice in person, by telephone or email.

Service Animals

AST recognizes that some individuals with disabilities may require the use of guide dogs or other service animals in order to access services. Persons with disabilities who are accompanied by a guide dog or other service animal will be permitted to enter the parts of our premises that are common areas and to keep the animal with them unless the animal is otherwise excluded by law from the premises. If the animal is legally excluded from some parts of the premises, AST will provide alternative measures to enable the person to obtain, use or benefit from its services.

Support Persons

AST further recognizes that some individuals with disabilities rely on support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter AST's premises together with the support person and will be allowed to access the support person while on our premises at no additional cost.

Notice of Temporary Disruption

AST will provide customers 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. Posting of the notice will generally be on the premises, where appropriate in the circumstances.

Staff Training

AST will provide training to applicable club representatives about the provision of services to persons with disabilities and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training to applicable club representatives on policies, practices and procedures that affect the provision of services to people with disabilities will happen. Training to club representatives will also happen on an ongoing basis when policies, practices and procedures are changed. Upon completion of a three month probation period, training of new club representatives will happen.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.



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- What to do if a person with a disability is having difficulty in accessing AST services.
- AST's policies, practices and procedures relating to the customer service standard.

Feedback Process

The ultimate goal of AST is to meet and surpass customer expectations while serving persons with disabilities. Comments on our services regarding how well AST meets those expectations are welcome and appreciated.

Feedback regarding the way AST provides goods and services to people with disabilities can be made by email, verbally, or in writing. Providing feedback will be made to:

AST

1 Stadium Road

Toronto, ON M5V 3H4

By Phone: 416-963-5900

By Email: discoversailing@ablesailtoronto.com

Addressing complaints will occur according to complaint policy already established in our company's complaint management procedures.

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. Therefore, consideration of the impact on people with disabilities will happen before changes to this or other policies. Any AST policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by or referred to the Board of Directors or staff of AST.

Copies Of This Policy

AST recognizes that persons with disabilities use methods other than the standard print to access information. If AST is required to give a copy of this policy to a person with a disability, we will provide the policy, or the information contained in the policy, in a format that takes account the person's disability. Alternatively, AST and the person with a disability may agree on an alternate format for the document or information.



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Signed by 2023 Board of Directors:

Candice Drescher
President

Past-President
Jacqueline Czernecki

Treasurer
Sofia Kanibolotskaia

Secretary
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