

## **Softball Napanee Accessibility Policy**

SOFTBALL NAPANEE is committed to developing, implementing, maintaining, and enhancing accessibility in the areas of information, communications, and membership, in a manner that:

- Respects the individuals' dignity and independence;
- Provides an equal opportunity to access our programs and services; and
- Allows persons with disabilities access to our programs and services at the same time, and location, as all other participants.

In fulfilling this commitment, SOFTBALL NAPANEE will make every effort to provide individuals with disabilities the same opportunity to access our programs and services in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA). As part of our commitment to providing access to our services for all members, SOFTBALL NAPANEE will seek to remove obstacles faced by individuals with disabilities at our meetings, programs and events; and through our communications.

### **Assistive Devices / Designated Areas**

Upon request, we will ensure that members are trained and familiar with various assistive devices that may be used by members and the general public attending meetings and events sanctioned by SOFTBALL NAPANEE. Meetings will be held in a fully accessible building for wheel chairs and other assisted walking devices with easy access to street level entryways and elevators. In addition, every effort will be made to provide an accessible facility when hosting tournaments and other events. For example, a designated seating area, a handrail on bleachers, easy access to spectator area, an accessible washroom, a handicapped parking area.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services in accessible formats or with communication supports. For example, we will provide written communications through our online media that users can manipulate to their needs; such as, large print, language translation using online translation tools. Additionally, Board members will speak by phone as required to provide verbal communication in plain language as requested by people seeking information on our programs and services.

### **Service Animals**

We welcome people with disabilities and their service animals. Service animals will be allowed at meetings and events sponsored by SOFTBALL NAPANEE.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them to our meetings, events, and programs. We will post a notice on our website to notify people of this. If there is an admission fee payable as a result of the person's attendance at a SOFTBALL NAPANEE sanctioned event, notice shall be given in advance about the amount, if any, payable by the support person.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities that affects accessibility, SOFTBALL NAPANEE will make every reasonable effort to provide the public with notice of the disruption. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. This notice will be posted on location and on our website. Adequate notice in the case of a temporary emergency disruption may not be possible.

## **Training**

SOFTBALL NAPANEE Executive members will be trained in Ontario's accessibility customer service standards, laws and aspects of the Ontario Human Rights Code that relate to persons with disabilities. We will train our members on accessibility as it relates to their specific roles.

Training will include

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Instruction on how to interact and communicate with people with various types of disabilities
- Instruction on how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Instruction on how to use equipment or devices available at meeting or event locations, if there are any that may assist with the provision of services; and
- Instruction on what to do if a person with a disability is having difficulty in accessing SOFTBALL NAPANEE's programs and services
- Instruction for those involved in the development of policies, plans, practices and procedures related to the provision of our services.

New training will also be provided when changes are made to SOFTBALL NAPANEE's accessibility plan.

## **Feedback Process**

Individuals who wish to provide feedback on the way SOFTBALL NAPANEE provides programs and services to people with disabilities can email the President or send a letter to the address posted on our website. A reply can be expected within 14 days.

## **Notice of Availability**

SOFTBALL NAPANEE will notify the public that our policies for accessibility are available upon request by making this information available on our website. Upon request, SOFTBALL NAPANEE will provide or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

### *Modifications to this or Other Policies*

Any policy of SOFTBALL NAPANEE that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

**Policy Name: Accessibility Policy**

**Policy Number: AP 001**

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