

Ontario Amateur Wrestling Association

and the

Accessibility for Ontarians with Disabilities Act (AODA)

Policy Statement:

OAWA 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 services for all customers, we seek to remove obstacles faced by individuals with disabilities.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), OAWA will provide service, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

Procedures / Guidelines:

OAWA will support our customers to utilize our services in the following manner:

1. Providing Goods and Services

Communications:

We will communicate to people with disabilities in ways that take into account their disability. We will train our service staff on how to interact and communicate with our diverse user community and people with various types of disability, respecting their dignity and independence. For example, OAWA can provide, free of charge, larger print documents for information documents it produces - tournament information, etc.

Telephone Services:

We will train our staff to communicate with our customers over the telephone in plain language and to speak clearly. We will also make our staff familiar with telephone technologies intended for people with disabilities.

We will offer to communicate with customers by Bell Relay Service (voice to TTY) if requested. Customers can contact OAWA through TTY to Voice service. Staff are familiar with how to access these services

Billing:

OAWA is committed to providing accessible invoices in alternate formats upon the request of our customer by providing larger print documents.

2. Use of Service Animals and Support Persons

Service Animals:

Persons with a disability may enter OAWA 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 our 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. OAWA 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.

3. Notice of Temporary Disruption

OAWA will make every effort to provide customers with notice in the event of a 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. We will not be able to give adequate notice in case of a temporary emergency disruption.

4. Training for Staff

OAWA 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 as required. The amount and format of training will depend upon the person's interaction with customers. A record of training will be kept by the OAWA Provincial Director.

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 OAWA 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 OAWA 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. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

5. Feedback Process

The ultimate goal of the OAWA 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 OAWA provides services to people with disabilities can be made by contacting:

Provincial Director
Ontario Amateur Wrestling Association
3 Concorde Gate, Suite #213
North York, ON
M3C 3N7
416-426-7274

6. Modification to This or Other Policies

OAWA is committed to developing and updating customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

7. Question About this Policy

All questions regarding this policy should be directed to the Provincial Director

Legislation:

[Accessibility for Ontarians with Disabilities Act \(AODA, 2005\)](#)

[Accessibility Standards for Customer Service, Ontario Regulation 429/07](#)