

1. Statement of Commitment

Toronto Pan Am Sports Centre Inc. (TPASC) is committed to ensuring full participation with equal access for persons with disabilities. We are committed to inclusion, integration, independence, and equality of opportunity. Our commitment to accessibility means that we aim to actively identify, remove, and prevent social, communication and physical barriers by seeking and implementing solutions. We will consider accessibility as an integral factor in decision-making whether about undertaking renovations, determining, or revising policy and procedures, determining software choices, purchasing equipment, determining new programs and services, or training staff. We will work to actively identify and remove barriers if any barrier becomes apparent whether physical, program-based, or attitudinally systemic. We will ensure equal treatment of persons with disabilities in both service offerings without discrimination due to disability. We are committed to recognizing disability through the lens of diversity rather than deficit.

2. Scope

This policy applies to all TPASC employees, customers, visitors, volunteers, clients, contractors who provide services at TPASC, and applicants.

3. Legal Framework

The policy is to be understood in accordance with applicable law, in particular, the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (AODA) and its regulations. Other applicable law includes the following:

- Ontario Human Rights Code, R.S.O 1990, c. H.19
- Building Code Act, 1992, S.O. 1992, c. 23
- Workplace Safety and Insurance Act, 1997, S.O. 1997, c.16
- Health Protection and Promotion Act, R.S.O. 1990, c. H.7
- Employment Standards Act, 2000, S.O. 2000, c. 4;1
- Occupational Health and Safety Act, R.S.O. 1990, c. O.1.
- Personal Information Protection and Electronics Documents Act, S.C. 2000, c5

4. Purpose

This policy affirms TPASC's commitment to promoting an accessible environment for work, training, learning and competition, and to meet the requirements as set out in the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) and associated regulations.

5. Principles

TPASC demonstrates accessibility by fostering an environment where persons with disabilities are treated with respect and guided by the following four accessibility principles:

- Dignity
- Independence
- Integration
- Equal opportunity

These four principles ensure that customers with disabilities receive the same quality of service as other customers receive.

Dignity means that service providers treat customers with equal levels of respect.

Independence means that customers are able to be self-sufficient and are responsible for themselves.

Integration means that customers with disabilities can receive service in the same way as customers without disabilities.

Equal opportunity means that customers with disabilities receive the same access and benefits as non-disabled customers.

TPASC is committed to taking steps to identify, eliminate, minimize and prevent barriers to accessibility whether barriers are physical, environmental, attitudinal, communication or technological if they might prevent the full participation of, and equal opportunities for, persons with disabilities.

6. Public Spaces

TPASC will meet accessibility laws for any newly constructed or renovated space and will put procedures in place to prevent service disruptions to our accessible spaces.

7. Training

TPASC will provide and/or ensure accessibility training to all employees, volunteers, and any individual who provides goods, services, or facilities on behalf of the organization. Ongoing training will be provided to all employees and volunteers on any changes to this policy in a timely manner.

8. Privacy and Confidentiality

TPASC recognizes the importance of the privacy of individuals under this policy. Confidentiality is to be ensured and information is to be managed as prescribed under legislation (Personal Information Protection and Electronics Documents Act).

9. Information and Communication

TPASC will communicate with people with disabilities in ways that factor in their disability. When requested, information about services - including public safety information - will be provided in an accessible format. Further, TPASC will meet Web Content Accessibility Guidelines (WCAG) 2.0 Level AA for all public websites in accordance with AODA.

10. Assistive Devices

TPASC will make every effort to ensure that persons with disabilities can use their own personal assistive devices to access goods and use services in the building. If TPASC is unable to accommodate the use of personal assistive devices, TPASC will work with the person to provide a reasonable solution.

11. Support Persons and Service Animals

TPASC permits persons with disabilities to bring a support person while accessing goods or services. Individuals who require the presence of a support person are asked to identify this need in advance so that notice can be provided ahead of time on what admission, if any, is charged for a support person. Where admission fees are charged, TPASC will waive all fees for a support person of a person with disabilities.

Persons with disabilities may be accompanied by their service animal in areas that are open to the public. Under the AODA, an animal is a service animal if the animal can be readily identified as one that is being used by a person for reasons relating to that person's disability, including where the animal is confirmed as such by a letter from a qualified "regulated health professional." The service animal must be with their owner and under full control at all times. Reasonable exceptions to this are made such as for swimming activities where the animal may sit off to the side and await their owner's return from the swimming pool. Otherwise, if a service animal is not with their owner, the animal ceases to be providing "service" and will be treated as an animal in the building.

12. Employment

TPASC is committed to principles of equal opportunity for all job applicants and employees. In keeping with this policy, TPASC does not engage in impermissible discrimination based on any prohibited ground, including an individual's disability (perceived or real). TPASC will also make reasonable accommodations that are necessary to comply with the provincial and federal laws. This means that TPASC will make reasonable accommodations for a known physical or mental disability or known medical condition of an applicant or employee, consistent with its legal obligations to do so.

As part of its commitment to make reasonable accommodations, TPASC also wishes to participate in a timely, good faith, interactive process with the disabled applicant or employee to determine effective reasonable accommodations, if any, which can be made in response to a request for accommodations. Applicants and employees are invited to identify reasonable accommodations that can be made to assist them to perform the essential functions of the position they seek or occupy. Applicants and employees who may require reasonable accommodation should contact the supervisor or Human Resources as soon as possible to request the opportunity to participate in a timely interactive process. By working together in good faith, the Organization hopes to implement reasonable accommodations that are appropriate and consistent with its legal obligations.

The Organization will, upon request, provide any necessary supports to employees with disabilities. TPASC will provide information on policies that support employees with disabilities to new employees as soon as possible and to all employees on a timely basis and make them aware of any revisions or adjustments to policies on an ongoing basis.

In addition, and where an employee with a disability so requests it, TPASC will consult with the employee to provide, arrange and/or determine suitability for the provision of accessible formats and communication supports for:

- (a) Information that is needed in order to perform the employee's job; and
- (b) Information that is generally available to employees in the workplace.

14. Procurement and Self-Service Kiosks

TPASC is committed to accessible procurement processes and will incorporate accessibility features and consider accessibility when designing, procuring or acquiring self-service kiosks.

15. Feedback and Complaint Process

TPASC will facilitate mechanisms for receiving feedback and filing complaints for accessibility-related matters in order to address any concerns.

Appendix - Definitions

“Accommodation” means the individualized process whereby barriers are removed for persons with disabilities enabling equal opportunity to access the same level of service, performance, or enjoy the same level of benefits and privileges enjoyed by others (Human Rights Commission Guidelines).

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical, architectural, informational or communicative, attitudinal, technological, or through policy or practice. This applies to all goods, services, and facilities provided. (Accessibility for Ontarians with Disabilities Act)

“Dignity” means providing service that ensures self-respect and the respect of others by maintaining the independence and free participation of persons with disabilities. (Human Rights Commission Guidelines).

“Disability” (Ontario Human Rights Commission) means one or more of the following:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness,
- a condition of mental impairment or a developmental Disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder,
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

“Equal Opportunity” means having the same chances, options, and benefits as others. In the case of services, it means that the individual has the same opportunity as others to benefit from the services provided, without needing significantly more effort to access or obtain services, nor accept lesser quality (Ontario Human Rights Commission Guidelines).

“Independence” means a person is able to engage with the environment on their own, without unnecessary help or interference from others (Ontario Human Rights Commission guidelines).

“Integration” means providing service or goods in a way that allows the individual to fully benefit from the same services, in the same place, and in the same or similar ways as other individuals (Ontario Human Rights Commission guidelines).

“Public Websites” means internet website that is “accessible to the public” (Accessibility for Ontarians with Disabilities Act).

“Service Animal”, as defined by the Accessibility for Ontarians with Disabilities Act (AODA), is an animal that services a person with a disability and 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 one of the nine regulated health professionals named within the AODA, confirming that the person requires the animal for reasons relating to the disability.

“Support Person” means another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities (Accessibility for Ontarians with Disabilities Act).