# Accessibility Policy

Re: Providing Goods and Services to People with Disabilities

## 1. Our commitment

Ontario Equestrian 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.

## 2. Providing goods and services to people with disabilities

Ontario Equestrian 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:

*2.1 Communication*

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

*2.2 Telephone services*

We are committed to providing fully accessible telephone service to our customers. We will train staff 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 TTY and/or e-mail if telephone communication is not suitable to their communication needs or is not available.

*2.3 Assistive devices*

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

*2.4 Billing*

We are 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, e-mail, etc.,

We will answer any questions customers may have about the content of the invoice in

person, by telephone or e-mail.

### 3. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter [insert name of provider]'s premises with his or her support person. At no time, will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.
Fees will not be charged for support for admission to Ontario Equestrian's premises.

### 4. Notice of temporary disruption

Ontario Equestrian 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.
The notice will be placed at all public entrances and service counters on our premises.

### 5. Training for staff

We will provide training to all employees, who deal with the public or other third parties on our behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Where volunteers are assisting staff, we will ensure that persons with disabilities are referred to a staff person for assistance.
This training will be provided within one month after staff commence their duties.
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
- How to use the TTY
- What to do if a person with a disability is having difficulty in accessing Ontario Equestrian's goods and services
- Ontario Equestrian's policies, practices and procedures relating to the customer service standard.

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.

### 6. Feedback process

The ultimate goal of Ontario Equestrian 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 welcome and appreciated.
Feedback regarding the way Ontario Equestrian provides goods and services to people with disabilities can be made by e-mail, verbally, or by letter. All feedback will be directed to the Executive Director. Customers can expect to hear back in 10 business days.

### 7. 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, no changes will be made to this policy before considering the impact on people with disabilities.
Any policy of Ontario Equestrian that does not respect and promote the dignity, independence and/or safety of people with disabilities will be modified or removed.

### 8. 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 Executive Director of Ontario Equestrian.