



Accessibility Policy

1. Canoe Kayak Ontario Mission

Canoe Kayak Ontario (CKO), a Provincial Sport Organization (PSO), supports its affiliates in the continued development and promotion of paddle sports.

2. Canoe Kayak Ontario Commitment

In fulfilling its mission as a recognized PSO, CKO strives at all times to identify, retain, and support its employees and volunteers in a way that respects the dignity and independence of people with disabilities. CKO is committed to giving people with disabilities access to the same opportunities as other employees.

CKO is committed to creating an inclusive culture across the organization by preventing and removing barriers for person with disabilities. Where it is not possible to remove barriers, CKO will make efforts to accommodate persons with disabilities in a timely, effective and suitable manner. CKO supports the principles of accessibility legislation.

3. Policy Statement

CKO is committed to providing an environment that is free of discrimination and harassment and supportive of athletic achievement and the dignity, self-esteem and fair treatment of everyone taking part in its programs and activities. CKO seeks to create a climate of mutual respect that reinforces opportunity and allows for each person to contribute fully to the development and wellbeing of the paddling community.

To this end, CKO affirms the rights of all persons, including those with disabilities, to have equal access in employment and to CKO programs. CKO further affirms its commitment to promoting the following principles in all of its policies and interactions with persons with disabilities:

- **Dignity:** Goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person's importance.
- **Independence:** Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.
- **Integration:** Persons with disabilities can access all services and programs. This may require alternative formats and flexible approaches. It means inclusiveness and full participation.
- **Equal Opportunity:** Service is provided to persons with disabilities in a way that their opportunity to access services and programs is equal to that given to others.

4. Use of Service Animals and Support Persons

Service Animals:

Persons with a disability may enter any CKO 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 CKO's 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. CKO 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.

5. Training for Staff

CKO 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.

The amount and format of training will depend upon the person's interaction with customers. 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 CKO 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 CKO's services.
- How to interact with people with disabilities who use assistive devices or require assistance of a service animal or a support person.

How to use equipment or devices available by CKO that may help with the provision of services to persons with disabilities.

1. 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.
2. A process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints.