



CANADA BASKETBALL
Accessibility Standards for Customer Service Policy - AODA

Providing Goods and Services to People with Disabilities

Purpose

1. The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the *Accessibility for Ontarians with Disabilities Act, 2005* that requires organizations such as Canada Basketball to establish a policy for the organization to govern the provision of its goods and services to persons with disabilities.

Scope and Application

2. This Policy shall apply to every person who deals with individuals of the public or other third parties on behalf of Canada Basketball whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this Policy may result in disciplinary action up to and including termination.

Commitment

3. Canada Basketball is committed to excellence in serving all customers/individuals including people with disabilities. As such, our organization shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
 - a) The good or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
 - b) The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
 - c) Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
 - d) Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
 - e) When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person's disability.

Definitions

4. The following terms have these meanings in this Policy:
 - a) **"Assistive Devices"** – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).
 - b) **"Disabilities"** – As per the *Ontario Human Rights Code*, disability means:
 - i) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing,

- includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- ii) A condition of mental impairment or a developmental disability;
 - iii) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - iv) A mental disorder; or
 - v) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safe and Insurance Act, 1997*; (“handicap”)
- c) **“Employees”** – Every person who deals with individuals of the public or other third parties on behalf of Canada Basketball, whether the person does so as an employee, agent, volunteer or otherwise.
 - d) **“Persons with Disabilities”** – Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code (noted above).
 - e) **“Service Animals”** – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
 - f) **“Support Persons”** – Any person whether a paid professional, volunteer, family individual, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

Practices and Procedures

- 5. To implement this Policy, Canada Basketball shall establish, evaluate and revise the practices and procedures noted below, as required on providing goods and/or services to persons with disabilities, while following these four core principles:
 - a) Dignity
 - b) Independence
 - c) Integration
 - d) Equal Opportunity

Assistive Devices

- 6. Canada Basketball will ensure that staff is trained and familiar with various assistive devices that may be used by customers/individuals with disabilities while accessing our goods or services. Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- 7. Canada Basketball currently provides the following types of assistive devices at its national office:
 - a) Wheelchair accessible public washrooms.
 - b) A variety of methods of communication and interaction with people with disabilities in ways that take into account their disability.
 - c) Alternative forms of communication, as required.

Service Animals

- 8. Service animals offer independence and security to many people with various disabilities. Canada Basketball welcomes people with disabilities and their service animals on the parts of our premises that are open to the public.
- 9. Examples of service animals include:

- a) Dogs used by people who are blind.
 - b) Hearing alert animals for people who are deaf, deafened or hard of hearing.
 - c) Animals trained to alert an individual to an oncoming seizure and lead them to safety.
10. Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.
11. When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a disability.

Support Persons

12. Support people assist people with disabilities in a variety of way, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may be a volunteer, friend, or relative who will assist and support the customer/individual.
13. Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support persons are non-participants and allowed free admission to the good and/or services being accessed by the person with a disability they are accompanying. No charge will be applied **to the support person** for admission to Canada Basketball's events.

Notice of Temporary Disruption

14. In the event of a planned or unexpected disruption to services or facilities for customers/individuals with disabilities such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable, Canada Basketball will notify customers/individuals promptly. 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.
15. The notice will be placed at www.basketball.ca.

Training for Staff

16. Canada Basketball will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Every provider of goods and services shall receive training on the following:
- a) An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the customer service standard.
 - b) This Policy.
 - c) How to interact and communicate with people with various types of disabilities.
 - d) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
 - e) What to do if a person with a disability is having difficulty in accessing Canada Basketball's goods and services.

17. Current employees, volunteers, management, etc. received training by October 5, 2016. New employees, volunteers, management, etc. shall receive training as soon as practical after having been assigned their role. Ongoing training to changes of policies, procedures and new equipment shall be provided.
18. Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

Feedback Process

19. Anyone who wishes to provide feedback on the way Canada Basketball provides goods and services to people with disabilities can email ***info@basketball.ca***. All feedback will be directed to customer service. Customers/individuals can expect to hear back in five business days. Complaints will be addressed according to Canada Basketball's policies.

Provision of Documentation

20. Canada Basketball shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service Policy to any person, in a format agreed upon by the parties.

Review and Amendments

21. Any policy of Canada Basketball that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
22. This Policy was last reviewed and approved by the Board of Directors on the 15th day of December 2022.