

ONTARIO WOMEN'S HOCKEY ASSOCIATION
Accessibility Standard for Customer Service
Providing Goods and Services to People with Disabilities

The Ontario Women's Hockey Association is committed to excellence in serving all customers including people with disabilities. As part of our commitment to providing access to our services for all customers, OWHA will seek to remove obstacles faced by individuals with disabilities at our permanent office at 225 Watline Avenue in Mississauga and through our communications. In fulfilling our mission, the Ontario Women's Hockey Association strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability such as through written communication that users can manipulate to their needs such as large print and online translation tools. As well, staff will speak by phone as required to provide verbal communication in plain language as requested by users of our goods and services.

Service Animals and Support Persons

We welcome people with disabilities who are accompanied by a service animal. Service animals are allowed on the parts of our premises that are open to the public.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Support persons are allowed on the parts of our premises that are open to the public.

Notice of Temporary Disruption

The Ontario Women's Hockey Association 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.

Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our 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 services.

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, electronically via email. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

Training for Staff

The Ontario Women's Hockey Association will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf, and those who are involved in the development and approvals of customer service policies, plans, practices and procedures related to the provision of our services. Individuals in the following positions will be trained:

- Full Time Staff
- Part Time Staff
- Students and Interns working out of the OWHA Office
- OWHA Board of Directors
- OWHA Member Teams and Associations
- OWHA Leagues

Training will include the following:

- An overview 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
- What to do if a person with a disability is having difficulty in accessing Ontario Women's Hockey Association's services

Staff will also be trained when changes are made to the accessible service plan.

Feedback Process

Customers who wish to provide feedback on the way the Ontario Women's Hockey Association provides goods and services to people with disabilities can email; info@owha.on.ca or send a letter to the address posted on our website. All feedback, including complaints, will be directed to the President/CEO. Customers can expect to hear back within 14 business days.

Modifications to this or Other Policies

Any policy of the Ontario Women's Hockey Association that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Policy Approved June 21, 2017