



## **ACCESSIBILITY POLICY**

### **POLICY STATEMENT**

In Accordance with the Accessibility for Ontarians with Disabilities Act 2005, and Accessibility Standards for Customer Service, Blockhouse Bay Management/Island Yacht Club is committed to ensuring that our services are accessible in a manner that respects the dignity and independence of people with disabilities and offer the same opportunity and benefit to all members, guests, and employees.

### **COMMUNICATIONS**

Blockhouse Bay Management/Island Yacht Club will communicate with persons with disabilities in a manner which takes into account their disability. Upon request, Blockhouse Bay Management/Island Yacht Club employees will use their best efforts to provide information and communications materials in accessible formats or with communications supports. Staff will be trained to speak slowly and in clear and plain language. They will also inquire of any persons with a disability as to their preferred method of communication.

Of particular importance to Blockhouse Bay Management/Island Yacht Club, tender crew will be trained to provide safety information when asked by persons with disabilities in an accessible manner. Blockhouse Bay Management/Island Yacht Club recognizes the need to communicate during emergencies so that passengers with disabilities are made aware of the nature of the emergency and the procedures to be followed.

### **ACCESSIBILITY, SERVICE ANIMALS AND SUPPORT PERSONS**

Blockhouse Bay Management/Island Yacht Club welcomes people with disabilities and their service animals.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the Club premises. If applicable, tender fees will not be charged for support persons so long as that person is not participating in activities for their own enjoyment separate from the person being assisted.

## **NOTICE OF SERVICE INTERRUPTION**

Blockhouse Bay Management/Island Yacht Club will provide members and guests with notice in the event of a planned or unexpected interruption of services or facilities usually used by persons with disabilities. This notice will be a written or electronic publication used by the Club to communicate with members. The notice will include the reason for the disruption, its expected duration and the alternative facilities or services that will be available.

## **TRAINING**

Blockhouse Bay Management/Island Yacht Club will provide the necessary training to all employees who service or interact with members and/or guests. The training program will include:

- Accessibly for Ontarians with Disabilities Act, 2005 (and the requirements of the customer service standards).
- How to interact and communicate with people with various types of disabilities.
- How to service people 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 our services.

## **FEEDBACK**

We welcome and appreciate any feedback provided. Persons who wish to provide feedback or obtain additional information may contact us:

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