



## **BLOCKHOUSE BAY MANAGEMENT / ISLAND YACHT CLUB Accessibility Policy**

### **A. Training**

Training will be provided to:

a) all employees or other third parties that act on behalf of Blockhouse Bay Management/Island Yacht Club. For example, salespersons, drivers, vendors, event operators;

and

b) those who are involved in the development and approval of guest service policies, practices and procedures.

### **Training Provisions:**

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - \* use assistive devices
  - \* require the assistance of a guide dog, service dog or other service animal, or
  - \* require the use of a support person (including handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- Blockhouse Bay Management/Island Yacht Club's policies, procedures and practices pertaining to providing accessible guests service to guests with disabilities.

### **Training Schedule:**

Blockhouse Bay Management/Island Yacht Club will provide training as soon as practicable. Training will be provided to new employees during orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.



## BLOCKHOUSE BAY MANAGEMENT / ISLAND YACHT CLUB

### Appendix A

### Accessibility Policy

#### INTENT

This policy is intended to meet the requirements of *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, and applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

All goods and services provided by Blockhouse Bay Management/Island Yacht Club shall follow the principles of dignity, independence, integration and equal opportunity.

#### SCOPE

- a) This policy applies to the provision of goods and services at premises leased, owned and operated by Blockhouse Bay Management/Island Yacht Club.
- b) This policy applies to employees, volunteers, agents and/or contractors who deal with the public or other third parties that act on behalf of Blockhouse Bay Management/Island Yacht Club, including when the provision of goods and services occurs off the premises of Blockhouse Bay Management/Island Yacht Club.
- c) The section of this policy that addresses the use of guide dogs, service animals and service dogs only applies to the provision of goods and services that take place at premises leased, owned and operated by Blockhouse Bay Management/Island Yacht Club.
- d) This policy shall also apply to all persons who participate in the development of the Blockhouse Bay Management/Island Yacht Club policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

#### DEFINITIONS

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that guests bring with them, such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.



Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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 co-ordination, blindness or visual impediment, 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;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefit was claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562*, a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.



## GENERAL PRINCIPLES

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A) The Provision of Goods and Services to Persons with Disabilities
- B) The Use of Assistive Devices
- C) The Use of Guide Dogs, Service Animals and Service Dogs
- D) The Use of Support Persons
- E) Notice of Service Disruptions
- F) Guest Feedback
- G) Availability and Format of Documents

### A) **The Provision of Goods and Services to Persons with Disabilities**

Blockhouse Bay Management/Island Yacht Club will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that all guests receive the same value and quality;
- allowing guests with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods, when possible, to ensure that guests with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the guest's disability.

### B) **The Use of Assistive Devices**

#### Guest's Own assistive device(s):

Persons with disabilities may use their own assistive device(s) as required when accessing goods or services provided by Blockhouse Bay Management/Island Yacht Club.

In cases where the assistive device(s) presents a safety concern, or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and service. For example, open flames and oxygen tanks cannot be near one another. Therefore, the accommodation of a guest with an oxygen tank may involve ensuring the guest is in a location that would be considered safe for both the guest and business. Or, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, service will be provided in a location that meets the needs of the guest.



### **C) Guide Dogs, Service Animals and Service Dogs**

A guest with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to premises that are open to the public unless otherwise excluded by law. “No pet” policies do not apply to guide dogs, service animals and/or service dogs.

#### Food Service Areas:

A guest with a disability that is accompanied by guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law.

Other types of service animals are not permitted into food service areas due to the *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*.

#### Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below), Blockhouse Bay Management/Island Yacht Club will offer alternative methods to enable the person with a disability to access goods and services, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

#### Applicable Laws:

*Food Safety and Quality Act 2001, Ontario Regulation 31/05:* Animals not intended for slaughter or to be euthanized are not allowed in any area or room of a meat plant. It also makes an exception for service dogs to allow them in those areas of a meat plant where food is served, sold or offered for sale to guests and in those areas that do not contain animals or animal parts and are not used for the receiving, processing, packaging, labelling, shipping, handling or storing of animals or parts of animals.

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

*Dog Owners' Liability Act, Ontario:* If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pitbulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls of bans on these breeds prevails.



#### Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the guest for reasons relating to his or her disability, Blockhouse Bay Management/Island Yacht Club may request verification from the guest.

Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or
- a certificate of training from a recognized guide dog or service animal training school.

#### Care and Control of the Animal:

The guest that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

#### Allergies:

If a health and safety concern presents itself, for example, in the form of a severe allergy to the animal, Blockhouse Bay Management/Island Yacht Club will make all reasonable efforts to meet the needs of all individuals.

#### **D) Support Persons**

If a guest with a disability is accompanied by a support person, Blockhouse Bay Management/Island Yacht Club will ensure that both persons are allowed to enter the premises together and that the guest is not prevented from having access to the support person.

There may be times where seating and availability prevent the guest and support person from sitting beside each other. In these situations, Blockhouse Bay Management/Island Yacht Club will make every reasonable attempt to resolve the issue.

In situations where confidential information may be discussed, consent will be obtained from the guest prior to any conversation where confidential information may be discussed.

#### **E) Notice of Disruption in Service**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Blockhouse Bay Management/Island Yacht Club. In the event of any temporary disruptions to facilities or services that guests with disabilities rely on to access or use, Blockhouse Bay Management/Island Yacht Club's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.



#### Notifications will Include:

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

#### Notifications Options:

When disruptions occur, Blockhouse Bay Management/Island Yacht Club will provide notice by:

- immediately e-mailing all members, employees and/or volunteers either through individual e-mails or via the Club's communications platform, TellTales; and/or
- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption.

#### **F) Feedback Process**

Blockhouse Bay Management/Island Yacht Club shall provide guests with the opportunity to provide feedback on the service provided to guests with disabilities. Information about the feedback process will be readily available to all guests and notice of the process will be made available in this posted policy. Feedback forms, along with alternative methods of providing feedback, such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request.

#### Submitting Feedback:

Guests can submit feedback to:

- Phone: 416-203-2582 ext. 205
- Email: [admin@iyc.ca](mailto:admin@iyc.ca)

Guests that provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

#### **G) Notice of Availability and Format of Documents**

Blockhouse Bay Management/Island Yacht Club shall notify guests that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format that takes into account the guest's disability. Notification will be given by posting the information in a conspicuous place in the premises.



## **BLOCKHOUSE BAY MANAGEMENT / ISLAND YACHT CLUB**

### **Appendix B**

### **Tips for Guest Service for People with Disabilities**

Make an effort to use positive and respectful language when referring to people with disabilities and when communicating with people with disabilities.

#### **People Who Have Hearing Loss**

- Once a person has indicated she/he has hearing loss, ask how you can help and find out what is the preferred method of communication (example: pen and paper)
- Use a gentle touch on the arm or wave a hand to attract a person's attention before speaking. Do not shout
- Make sure you are in a well-lit area where the person can see your face, mouth and lips. Directly face the person at all times
- Use plain language and speak clearly when giving directions, and repeat or rephrase if necessary
- Any personal matters (example: financial) should be discussed in a private room or quieter location

#### **People With Vision Loss**

Visual disabilities reduce a person's ability to see clearly. There are many degrees of vision loss (example: loss of peripheral vision, lack of central vision or total vision loss). Some people with vision disabilities may use a service animal or a white cane; others may not.

- Do not assume someone with vision loss cannot see you
- Identify yourself when you approach and speak directly to the person in a clear but natural voice and manner
- Never touch or address service animals
- Offer your elbow to guide the person and let them set the pace
- Do not leave the person in the middle of the room, or without telling them. Show them to a chair, comfortable location or building exit
- Ask if they would like you to read any printed material out loud (menu)

#### **People With Physical Disabilities**

Some individuals may use an assistive device like a wheelchair, cane, scooter or crutches.

- Address the person directly when speaking or asking questions, not a companion or support person
- Treat assistive devices as personal property. Do not touch without permission unless it is an emergency
- Remove obstacles and re-arrange furniture so there is clear passage



### **People With Intellectual, Developmental and/or Cognitive Disabilities**

These disabilities can mildly or profoundly impact a person's ability to learn, communicate, do physical activities and/or live independently.

- Do not assume what type of disability/disabilities a person may have, or what a person can or cannot do
- Use plain language and short sentences when giving information. Provide one piece of information at a time. Use different ways if necessary
- If you cannot understand what is being said, do not pretend. Ask again

### **People With Learning Disabilities**

Learning disabilities are information processing disorders. They can affect how a person acquires, organizes, expresses, retains, understands or uses verbal or non-verbal information.

- Ask how you can best help, or offer help if a form needs to be completed by reading the questions and writing their responses
- Provide information in a way that best suits the individual (example: offer paper and pen or break down information into smaller, manageable chunks)
- Speak naturally, clearly and directly
- Take your time and be willing to explain something again if necessary

### **People With Speech or Language Disabilities**

People with a speech disability may have difficulty pronouncing sounds and words, stuttering, and slurring of words.

- Do not raise your voice
- Let the person speak in his or her own way. Do not interrupt or finish the person's sentences. Politely ask the person to repeat themselves if you do not understand what has been said
- Ask questions that can be answered with "yes" or "no" whenever possible

### **People With A Mental Health Issue or Mental Illnesses**

For every person, mental health issues or mental illnesses are different. They are not as visible as other types of disabilities; some people may not show any signs at all.

- Treat the person with the same respect and consideration you would anyone else
- Interact based on your experience with the person and not an assumption about the mental illness or a particular diagnosis
- You may need to explain things multiple times as memory and concentration may be affected (sometimes due to medication)
- If the person appears to be in a crisis, or is having difficulty controlling their symptoms, ask them to tell you the best way you can help



## **BLOCKHOUSE BAY MANAGEMENT / ISLAND YACHT CLUB**

### **Appendix C**

### **Employment & Recruitment Policies**

Blockhouse Bay Management/Island Yacht Club is committed to fostering an accessible and inclusive workplace.

During our recruitment process, we welcome applications from individuals of all backgrounds, including those with disabilities. Should an applicant, employee, and/or volunteer require accommodations for any aspect of the selection process, please let us know in advance. Accommodations are available upon request for candidates taking part in all aspects of the requirement and selection process. Please contact 416-203-2582 ext 205, or e-mail, [admin@iyc.ca](mailto:admin@iyc.ca) should you require accommodations.

### **Employment Accommodations for Individuals with Disabilities**

Blockhouse Bay Management/Island Yacht Club is dedicated to ensuring accommodations are available for individuals with disabilities. When an employee requests accommodation, the following protocol is observed:

Accommodation may be:

- Requested by the employee through their manager or supervisor; or
- Identified by the manager or supervisor.

Employee involvement is integral at this stage:

- Blockhouse Bay Management/Island Yacht Club requires information regarding the employee's functional abilities, rather than details of the disability itself, in order to provide appropriate support.
- All medical information is handled securely and confidentially.
- Privacy is maintained through the use of confidential forms.
- Blockhouse Bay Management/Island Yacht Club and the employee will review potential options collaboratively to determine the most suitable accommodation
- External experts may be consulted as needed, with costs incurred by Blockhouse Bay Management/Island Yacht Club.

Once the optimal accommodation is determined, it is documented in a formal plan, including:

- Accessible formats and communication supports, if requested;
- Workplace emergency response information, as necessary;
- Any additional accommodations to be provided.

The finalized accommodation plan is delivered to the employee in a format that meets their accessibility requirements:

- Personal information is safeguarded at all times.
- Should an accommodation request be denied, Blockhouse Bay Management/Island Yacht Club will provide the employee with an explanation in an accessible format.

Continuous monitoring of the accommodation will be conducted by Blockhouse Bay Management/Island Yacht Club as well as the employee to confirm its effectiveness:

- Formal reviews will be conducted at predetermined intervals.
- The accommodation plan will be reassessed if there are changes in the employee's position.
- Reviews will be conducted if the nature of the employee's disability evolves.
- Should the accommodation become unsuitable, Blockhouse Bay Management/Island Yacht Club and the employee will collaborate to gather pertinent information and reevaluate needs, enabling Blockhouse Bay Management/Island Yacht Club to identify the most appropriate solution.