



## **Outlines the Academy's responsibilities under the Accessibility for Ontarians with Disabilities Act 2005**

### **SECTION 1 - POLICY**

**PURPOSE** 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, and to establish Operational Procedures for governing the provision of the Academy's goods and services to persons with disabilities.

### **SECTION 2 – PROCEDURES**

#### **PROCEDURES Providing Goods and Services to People with Disabilities**

The Academy is committed to serving all customers including persons with disabilities/challenges.

#### **Assistive Devices**

The Academy will ensure that staff are trained and familiar with various assistive devices that may be used by customers with disabilities/challenges while accessing the goods and services of our organization.

#### **Communication**

The Academy will communicate with persons with disabilities/challenges in ways that take into consideration their disability/challenge and that preserves their independence and dignity.

#### **Service Animals**

The Academy welcomes persons with disabilities/challenges and their service animals. Service animals are allowed on the premises. Service animals may be restricted in the case where there are conflicting obligations to accommodate on the basis of disability. In any such case, the Academy will determine the most appropriate accommodation.

#### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees for support persons will be at the discretion of The Academy according to the event/activity or service.

**ADDITIONAL  
INFORMATION**

Please refer to the following resources for more information

**Accessibility for Ontarians with Disability Act, 2005**

<http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/OntarioAccessibilityLaw/2005/index.aspx>

Ontario Human Rights

<http://www.ohrc.on.ca/en/issues/disability>