

# CALEDONIA AGRICULTURAL SOCIETY (CAS) ACCESSIBILITY STANDARDS POLICY

## **PURPOSE**

The purpose of this policy is to address the accessibility requirements of Ontario Regulation 429/07, *Accessibility Standards for Service* under the *Accessibility of Ontarians with Disabilities Act, 2005*.

We recognise that some of our facilities at 151 Caithness St. in Caledonia present potential barriers to persons with physical mobility limitations. We are unable to address all of these issues at this time.

## **POLICY STATEMENT**

As an educational and entertainment organization, the Caledonia Agricultural Society (CAS) and Caledonia Fair believe that all persons, irrespective of disabilities or limitation, are equal and deserving of hospitality, dignity, respect, and to the extent possible, access to goods and services provided by CAS. In light of this commitment, CAS recognises the diverse needs of all Constituents and strives to provide services and facilities that are accessible to all.

On the basis of this policy, CAS will promote accessibility by implementing practices and procedures which take into consideration people with disabilities, CAS will ensure that practises and procedures related to accessibility will, to the extent possible, address integration, independence, dignity, and equal opportunity.

## **DEFINITIONS**

CAS – Caledonia Agricultural Society (sponsor of the Caledonia Fair)

Assistive Device—an auxiliary aid such as technical aids, communication aids, cognition aids (reading, listening, talking aids), personal mobility aids and medical aids (canes, crutches, wheelchairs, scooters, hearing aids, etc) that is used to increase, maintain, or improve the functional abilities of people with disabilities to access and benefit from the goods and services offered by CAS.

Barrier—as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a Disability from fully participating in all aspects of society because of his or her Disability, including a physical Barrier, an architectural Barrier, an information or communication Barrier, an attitudinal Barrier, a technological Barrier, a policy, procedure or a practice.

Constituent—an individual who:

- is a guest, customer, member or participant of the Caledonia Agricultural Society and its events, including, but not limited to, the Caledonia Fair.

Disability—is defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontario Human Rights Code* as:

- 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, or physical reliance on a guide dog or other animal or a wheelchair or other remedial appliance or device
- a condition of mental impairment or a developmental Disability
- a learning Disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- a mental disorder
- an injury or Disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Employee—an employee of CAS

Persons with Disabilities—individuals with a Disability as defined under the *Ontario Human Rights Code*

Policy Coordinator—a designated member of the Accessibility Committee as appointed by CAS.

Service Animals—as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, 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.

Support Persons—as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* shall mean any person, whether a paid professional, volunteer, family member or friend who accompanies a person with a Disability in order to help with communication, mobility, personal care or medical needs or with access to good and services.

Volunteer—an on-site Volunteer fulfilling a defined task in service to the public on behalf of CAS.

Accessibility Volunteer—an on-site Volunteer specifically designated and trained to assist persons with disabilities who need help entering the grounds, buildings or other facilities of CAS. For major events, such as the Caledonia Fair, a team of accessibility volunteers will be organized and will be available on-call to assist with problems when and where they are needed.

## **SCOPE**

This policy will apply to all CAS employees and on-site Volunteers in relation to the services that they provide to CAS Constituents.

## **PRINCIPLES**

Reasonable efforts will be made to ensure the following:

- that goods and services are provided in a manner that respects the dignity and independence of Persons with Disabilities;
- the provision of goods and services to people with disabilities, and others, are integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a Disability to obtain, use, or benefit from the goods and services provided by CAS; and
- people with disabilities are given an opportunity—equal to that given to others—to obtain, use, and benefit from the goods and services provided by CAS.

## **PROCEDURES**

Procedures and practices which strive to reflect or achieve the following:

- staff, ticket takers and on-site Accessibility Volunteers receive training on providing accessible service;
- to the extent possible, communication is conducted in a manner that takes into consideration a person's Disability;
- prior notice will be provided by CAS for any admission fees applicable to Support Persons who accompany Persons with Disabilities;
- Notice will be provided when it is known that facilities or services that people with disabilities rely on to access services are disrupted;
- Persons with Disabilities accompanied by service animals are permitted in those areas of the premises owned or operated by CAS that are open to the public, and where possible, in third party facilities utilized by CAS for its programs and services
- Whenever possible, Persons with Disabilities are allowed to use their own personal Assistive Devices to obtain, use, or benefit from the services offered by CAS and
- The Policy Coordinator is the designated person to receive feedback on how CAS is providing services to Persons with Disabilities;
- Policies, practices, and procedures, related to providing accessible service will be available to the public.

## **GUIDELINES**

### **1.0 ASSISTIVE DEVICES**

The use of Assistive Devices by Persons with Disabilities to obtain, use or benefit from CAS's goods and services is recognised unless otherwise prohibited due to health and safety or privacy issues.

It is the responsibility of the person with a Disability to ensure that his or her Assistive Device is operated in a safe and controlled manner at all times.

## **2.0 SERVICE ANIMALS**

Persons with Disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods and services provided by CAS, unless the animal is otherwise excluded by law.

In the event that a service animal is otherwise prohibited by law from the premises, CAS shall ensure that other measures are available to enable the person with a Disability to obtain, use or benefit from CAS's goods or services.

It is the responsibility of the person with a Disability to ensure that his or her service animal is kept in control at all times.

## **3.0 SUPPORT PERSONS**

Persons with Disabilities are permitted to be accompanied by their support person in areas/premises that are open to the public, when accessing goods and services provided by CAS. CAS does not charge admission to any support person for any major event.

If a person with a Disability is accompanied by a support person, the provided goods and services shall ensure that both persons are permitted to enter the premises together and that the person with a Disability is not prevented from having access to the support person while on the premises. If there is confidential information to be disclosed to the Person with a Disability, it is the responsibility of the Person with a Disability to instruct the Support Person to be present or absent during the disclosure of confidential information.

Where fees for goods and services are charged, CAS shall ensure that notice is given in advance about the amount that would be charged to a support person. E.g. if a person with a Disability registers for an event or workshop, the support person must also register but will not be charged a registration fee. The support person, however may at CAS's sole discretion, be charged a fee for direct costs including, but not limited to, food, lodging and transportation.

CAS may deem it necessary to require a support person for a person with a Disability in order to protect the health and safety of that person or others while accessing CAS premises or the site where services are being provided. This will only occur after consultation with the person with a Disability and when it is the only means to allow the person with a Disability to access the particular goods and services.

## **4.0 SERVICE DISRUPTIONS**

In the event of a planned service disruption to facilities, services or systems that are relied upon by Persons with Disabilities to access CAS's goods or services, notice of the disruption shall be provided in advance.

Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternate facilities, services or systems, if any, that may be available.

Notice may be given by posting the information in a conspicuous place on the premises, distribution by email, or by other methods as is reasonable under the circumstances.

In the event of an unexpected disruption, notice will be provided as soon as possible.

## **5.0 TRAINING**

CAS shall ensure that all its employees, ticket takers and on-site accessibility volunteers receive training about the provision of its goods and services to people with disabilities. Training will include a review of the purposes of the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c.11, the requirement of this policy and instruction in the following matters as necessary:

- How to interact and communicate with people with various types of disabilities as outlined in this policy and guidelines
- How to interact with people with disabilities who use an Assistive Device or require the assistance of a service animal or a support person, as outlined in this policy and guidelines
- How to use equipment or devices available from CAS, that may help with the provision of goods and services to the person with a Disability; and
- What to do if a person with a Disability is having difficulty accessing CAS's goods and services.

CAS will log and maintain records which will record the details for training provided, as well as the name of the person, location and date the training was completed. Training will also be provided on an ongoing basis when changes are made to this policy and guidelines.

## **6.0 FEEDBACK PROCESS**

Should a Constituent wish to provide feedback to CAS on the goods and services provided by CAS, feedback can be provided in the following manner:

- In person to the policy coordinator
- In person to the Fair Manager
- By mail to Caledonia Agricultural Society, 151 Caithness St E., Caledonia, ON N3W 1C2, mark confidential and attention Accessibility Policy Coordinator
- By telephone at 905 765 6861

Once feedback has been received, the following will be implemented:

- The Policy Coordinator will document the receipt of feedback
- All feedback will be forwarded to the Manager and Accessibility Committee
- The Accessibility Committee will assess current policies, practices and procedures to determine if any changes are required and make a recommendation to the congregation as necessary.
- The Policy Coordinator or another member of the Accessibility Committee will respond to the person placing the complaint to explain any changes in policies or procedures.

## **7.0 POLICY REVIEW**

On an annual basis, the Policy Coordinator will review the implementation of this policy with the directors and board of CAS and suggest any changes to practice and procedures.