



Mailing Address Only: 5-18 Ringwood Drive, Suite 129, Stouffville, Ontario, L4A 0N2
Telephone: (416) 426-7167 Fax: (416) 426-7167
E-Mail: o5pba@o5pba.ca Website: www.o5pba.ca

ACCESSIBILITY POLICY

The Ontario 5 Pin Bowlers' Association (O5PBA) is committed to excellence in serving all members including people with disabilities. As part of our commitment to providing access to our services for all, O5PBA will seek to remove obstacles faced by individuals with disabilities.

Assistive Devices

We will ensure that staff is trained and familiar with various assistive devices available that may be used by anyone with disabilities while accessing our programs or services.

Communication

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

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed at any of our events.

Support Persons

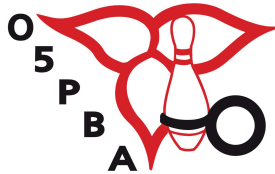
A person with a disability, who is accompanied by a support person, will be allowed to have that person accompany them at any of our events. We will also post notification of this on our website.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities, building management will notify occupants promptly. This will be clearly posted and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

O5PBA

The O5PBA will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved



in the development of policies, plans, practices and procedures related to the provision of our services. Individuals in the following positions will be trained:

- Board of Directors
- Judges of Play
- Coaches
- Employees
- Volunteers

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard.
- O5PBA's plan related to 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 O5PBA's programs and services.

Staff/volunteers will also be trained when changes are made to your accessible customer service plan.

An education module can be found at www.accessforward.ca (click icon – customer service standard).

Feedback Process

Anyone who wishes to provide feedback on the way the O5PBA provides programs and services to people with disabilities can e-mail o5pba@o5pba.ca or send a letter to the address posted on our website. A response can be expected within 14 days.

Notice of Availability

The O5PBA will notify the public that our policies are available upon request by making information available on our website.

Modifications to this or Other Policies

Any policy of the O5PBA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. The O5PBA is committed to providing an environment in which all individuals are treated with respect and dignity.