



Accessibility Policy

The Ontario Ball Hockey Federation (OBHF) is committed to the principle of equity and access for the disabled as athletes, coaches, officials, volunteers, spectators and leaders in our sport. Furthermore, the OBHF shall endeavour to align itself with organizations for the disabled in order to increase awareness of the opportunities for the disabled in our sport.

The purpose of this Policy is to ensure a safe and positive sport environment by making Individuals aware of requirements set out in the Accessibility for Ontarians with Disabilities Act and Regulation 429/07, "Accessibility Standards for Customer Service."

Providing Goods and Services to People with Disabilities

The Ontario Ball Hockey Federation is committed to service excellence for the full range of persons with disabilities, as defined in the Ontario Human Rights Code. Whether a person's disability is apparent or not, everyone should be treated with courtesy, made to feel welcome, and have their need for accommodation respected when they interact with an Individual representing the Ontario Ball Hockey Federation.

Communication

Individuals will communicate with a person with a disability in a manner that takes into account their disability. This means Individuals will communicate in a manner that enables persons with disabilities to communicate effectively for purposes of accessing Ontario Ball Hockey Association programs, services and opportunities.

Assistive devices

The Ontario Ball Hockey Federation is committed to serving persons with disabilities who use assistive devices (e.g., prosthetics, adaptive equipment, crutches, wheelchairs, hearing aids, etc.) to obtain, use or benefit from our programs.

Use of Service Animals and Support Persons

Persons with disabilities may bring their guide dog or other service animal on the parts of the premises that we use for our programs. On rare occasions, it may be determined that a support person is required, or that a service animal cannot enter an area of the premises consistent with other laws. In these instances, we will suggest appropriate alternatives and provide assistance.

Any person with a disability who is accompanied by a support person will be allowed to enter premises that we use for our programs with their support person.

Training

The Ontario Ball Hockey Federation will provide training to Board Members, coaches and officials about the provision of services to persons with disabilities. Training will include the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005
- 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 Ontario Ball Hockey Federation programs or rented facilities
- How to accommodate spectators with disabilities

Approved OBHF Board of Directors October 2018