



**Policy for Compliance with  
Accessibility for Ontarians with Disabilities  
Act (AODA)**

## FLEETWAY POLICY

### **Accessibility for Ontarians with Disabilities Act (AODA).**

For many years, Fleetway has had policies and procedures in place that include our special needs guests who may have accessibility challenges. We are always willing to implement new procedures that will enable all people to enjoy the fun things we offer our guests. We agree to comply with all the requirements outlined in this document. It is our desire to comply 100% with the Accessibility for Ontarians with Disabilities Act.

Del Tucker  
General Manager  
Fleetway  
June 16, 2016

**The AODA places legislative obligations on designated public sector organizations and on every private sector organization that provides goods or services to the public or to third parties and has at least one employee in Ontario.**

**The AODA aims at identifying, removing and preventing barriers for persons with disabilities.**

Types of disabilities:

- vision
- hearing
- physical
- intellectual
- developmental
- learning
- mental health
- speech or language
- deaf-blind

## **The customer service standard requires that we:**

- Develop customer service policies, practices and procedures for serving people with disabilities.
- Train all members of our organization on accessible customer service and how to interact with people with different disabilities.
- Make sure that our policies, practices and procedures are consistent with the principles of independence, dignity, integration and equality of opportunity.
- Have a policy on allowing people to use their own assistive devices (e.g., cane, wheelchair, oxygen tank, etc.) to access our goods and services.
- Communicate with a person with a disability in a manner that takes into account his or her disability.
- Allow people with disabilities to be accompanied by their guide dog or service animal in areas of our business that are open to the public. If we cannot easily identify that the animal is a service animal, we can ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal for reasons relating to their disability.
- Permit people with disabilities who rely on a support person to bring that person with them while accessing our goods or services.
- Where admission fees are charged, post information about what our policy is regarding what fee, if any, would be charged for a support person of a person with a disability. In our business a person with a disability may be accompanied to any area we allow the public without charge. (Does not mean they may take part in our venues at no charge).
- If we offer facilities or services for people with disabilities (such as an elevator or accessible washroom), let people know when they are out of order.
- Establish a process to receive and respond to customer feedback on how we provide goods or services to people with disabilities. (Offer email addresses of Managers, receive verbal feedback or written feedback in any form and forward to the General Manager.)

## **If we have 20 or more employees, we must also:**

- File an online report on our compliance by the reporting deadline.
- Notify customers that all of the documents required by the standard are available upon request.
- When providing documents required under the standard, make sure the information is in a format that takes into account the person's disability.

## **Procedures and services for identifying, removing and preventing barriers for persons with disabilities at Fleetway:**

- Communicate to our entire Guest Services Team that we will do whatever possible to make sure all guests regardless of ability or disability are able to safely enjoy our recreational venues.
- Upon their arrival at Fleetway, endeavour, as much as possible, to include all special needs guests in the communication process when arranging their service desires.
- Provide a copy of this entire document upon request to our guests.
- Provide discount services at select times to our special needs guests when accompanied by professional agents or agencies.
- Provide access (when available) to all our recreational venues, providing it can be done in a safe manner for all guests. (i.e. We are unable to offer Rock Climbing to our guests while using a wheel chair.)
- Allow agents and support people to assist at no charge our guests with disabilities to enjoy our facilities (i.e go into the golf with them, assist at the bowling lanes or pool tables etc...). When participating with our guests with disabilities, we will continue to offer agents the same discount pricing (when applicable).
- Welcome guests requiring the use of a service animal and assist by suggesting the best ways for them to enjoy our services.
- Communicate any special features we offer to our guests with disabilities. (i.e. we have Ramps and T-Bars and Bumpers to aid with bowling, Our golf is wheel chair accessible. Wheel chairs are allowed around our pool tables. We have a wheelchair accessible family washroom if needed etc...)
- Refer feedback from our guests to a member of the Fleetway Management or Supervisory Team.
- Fleetway Supervisory and Management Team will remain open to suggestions from agents and disabled guests that could improve accessibility (providing safety is accomplished).
- This entire document will be included in our new staff training packages to ensure all staff are trained to comply with the Accessibility Act.