



**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 to enable all people to enjoy the fun things we offer our guests. It is our desire to comply 100% with the Accessibility for Ontarians with Disabilities Act.

Please read over the following pages for an overview of the act and Fleetway policies and procedures to be implemented to maintain compliance of the AODA.

Thank you.

Doug Fox  
General Manager  
Fleetway  
January 1, 2018

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

**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.**

### **Customer Service**

The Accessibility Standards for Customer Service Regulation (also known as the customer service standard) became law in 2008 and established different compliance deadlines for the public and private sectors. The private sector must comply with the customer service standard by January 1, 2012.

**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 you:**

- Develop customer service policies, practices and procedures for serving people with disabilities.
- Make sure that your 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 your 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 your business that are open to the public.

- Permit people with disabilities who rely on a support person to bring that person with them while accessing your goods or services.
- Where admission fees are charged, post information about what your policy is regarding what fee, if any, would be charged for a support person of a person with a disability.
- If you offer facilities or services for people with disabilities (such as an elevator or accessible washroom), let people know when they are out of order.

**The customer service standard requires that you:**

- Train staff, volunteers and all other persons who deal with members of the public or other 3<sup>rd</sup> parties on your behalf on how to provide accessible customer service to customers with disabilities.
- Establish a process to receive and respond to customer feedback on how you provide goods or services to people with disabilities.

**If you have 20 or more employees, you must also:**

- File an online report on your compliance by the reporting deadline.
- Document in writing all of your policies and procedures on how you provide accessible customer service.
- 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.

**ABOVE INFORMATION SUPPLIED BY:**



## **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.
- 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).
- 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.