

Muay Thai Ontario

# Accessibility Policy

Revised: December 9, 2016





## INTRODUCTION

The purpose of the Muay Thai Ontario (MTO) accessibility policy is to accommodate the different needs of our members, and is a companion to MTO's "Inclusion Policy".

## EVENTS HOSTED BY THIRD PARTIES LACKING AN ACCESSIBILITY POLICY

Should an event be held by or on the premises of a third party that does not have its own accessibility policy, MTO will encourage the third party to adopt MTO's accessibility policy guidelines.

## PROVIDING GOODS, SERVICES OR FACILITIES TO PEOPLE WITH DISABILITIES

MTO is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

MTO understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

MTO is committed to complying with both the Ontario Human Rights Code and the AODA, and is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## ASSISTIVE DEVICES

People with disabilities may use their personal assistive devices at any MTO event. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

## 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. Additionally, staff will speak by phone as required to provide verbal communication in plain language as requested by users.

We will work with the person with a disability to determine what method of communication works for them.

## SERVICE ANIMALS

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

## SUPPORT PERSONS

A person with a disability who is accompanied by a designated support person will be allowed to have that person accompany them at any MTO event without the charge of an additional fee.



## FEEDBACK PROCESS

MTO welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers who wish to provide feedback on the way MTO provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Email; or
- Phone.

All feedback, including complaints, will be responded to within 5 business days.

MTO will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.