

## Overview

The Invictus Games Toronto 2017 Organizing Committee (IG2017) is committed to complying with the goals of the goals of the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

## Accessibility Standards for Customer Service Policy

IG2017 is committed to providing a barrier-free environment for our participants. The objective of this policy (the “Policy”) is to ensure we meet the requirements of the Standard and promote its underlying core principles, described below.

### Application

The Policy applies to all persons who, on behalf of IG2017 deal with members of the public or other third parties. This includes our employees, volunteers, agents and contractors.

### Definitions

- i. **Assistive Device**– Any device used to assist a person in performing a particular task or tasks or to aid that person in activities of daily living.
- ii. **Disability**– Has the same definition as is provided under the Act and Ontario Human Rights Code, R.S.O. 1990, c. H.19.
- iii. **Service Animal**– An animal is a service animal for a person with a disability,
  - a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
  - b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
- iv. **Support Person**– A person who accompanies a person with a disability to assist with communication, mobility, personal care or medical needs or with access to goods or services.
- v. **“We”, “Our”, “Staff” and “the Company”** means IG2017 and its employees, volunteers, agents and contractors.

### Core principles of the policy

We endeavor to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- i. **Dignity**– Persons with a disability must be treated as valued customers as deserving of service as any other customer.
- ii. **Equality of Opportunity**– Persons with a disability should be given an opportunity equal to that given to others to obtain, use and benefit from our goods and services.
- iii. **Integration**– Wherever possible, persons with a disability should benefit from our goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person’s individual needs.
- iv. **Independence**– Goods and services must be provided in a way that respects the independence of persons with a disability. To this end, we will always be willing to assist a person with a disability but will not do so without the express permission of the person.

## **Providing goods and services to people with disabilities**

### ***Communication***

IG2017 strives to communicate with persons with a disability in a manner that takes into account the disability. Approaches for communication are set out in our accessibility training program.

### ***Assistive devices***

Persons with a disability are permitted, where possible, to use their own Assistive Device when on our premises for the purposes of obtaining, using or benefiting from our goods and services.

If there is a physical, technological or other type of barrier that prevents the use of an Assistive Device on our premises we will first endeavour to remove that barrier. If we are not able to remove the barrier we will ask the person how he/she can be accommodated and what alternative methods of service would be more accessible to him/her. We will make best efforts to provide an alternative means of assistance to the person with a disability.

Staff will receive training on various Assistive Devices that may be used by persons with a disability while accessing our goods and services.

### ***Accessibility at our premises***

We strive to enable persons with a disability to obtain, use or benefit from our goods and services at each location to which this Policy applies.

Staff will receive training on how to assist persons with a disability to obtain, use or benefit from our goods and services.

### ***Service animals***

Persons with a disability may enter premises owned and/or operated by IG2017 accompanied by a Service Animal, and keep the Service Animal with them, if the public has access to such premises and the Service Animal is not otherwise excluded by law.

If a service animal must be excluded, we explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

Staff will receive training on how to interact with persons with a disability accompanied by a Service Animal.

### ***Support persons***

A person with a disability may enter premises owned and/or operated by IG2017 with a Support Person and have access to the Support Person while on the premises.

IG2017 may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

The nature of our business requires the Company to deal with sensitive personal information. The Company will require the consent of our customer to discuss their business dealings with a support person. Once this consent is received, no client with a disability who is accompanied by a support person will be prevented from having access to his or her support person while on our premises.

Staff will receive training on how to interact with persons with a disability who are accompanied by a Support Person.

***Notice of temporary disruptions***

IG2017 will notify customers if there is a planned or unexpected disruption of a facility or service that will affect their access to our goods and services. The notice will be posted at the entrance of the applicable premises and at service counters on our premises.

The notice will include the following information:

- i. That a facility or service is unavailable.
- ii. The anticipated duration of the disruption.
- iii. The reason for the disruption.
- iv. Alternative facilities or services, if available.

**Training and records**

IG2017 will provide training to employees, volunteers and others including any third parties who deal with the public on our behalf, as well as to those persons charged with developing this Policy and related procedures and practices in order to appropriately provide service to customers with a disability.

***Content of Training***

Training will include:

- i. A review of the purpose of the Act and requirements of the Standard.
- ii. A review of the Policy.
- iii. How to interact and communicate with persons with various types of disabilities.
- iv. How to interact with persons with a disability who use an Assistive Device or require the assistance of a Service Animal or Support Person.
- v. How to use any equipment or assistive devices available on your premises or other services that the Company otherwise provides that may help with the provisions of goods or services to people with disabilities
- vi. What to do if a person with a disability is having difficulty accessing our premises and/or services.

***Timing of training***

Training will be provided to all persons to whom this Policy applies as soon as practicable after he or she is assigned the applicable duties. Staff will also be trained on an ongoing basis when changes are made to this policy and any related practices and procedures.

***Documenting training***

Records of the training provided, including the training protocol, the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Act.

**Feedback procedure**

***Receiving Feedback***

IG2017 welcomes feedback regarding this Policy and its implementation. Feedback can be provided directly in the following ways:

- i. In person at 357 Bay St. Toronto, Ontario, Suite 300, M5H 2T7
- ii. In writing to 357 Bay St. Toronto, Ontario M5H 2T7
- iii. Electronically to [info@invictusgames2017.com](mailto:info@invictusgames2017.com)

### ***Responding to Feedback***

Feedback will be recorded and forwarded to the senior leadership team for review. The senior leadership team will assign responsibility for resolving any complaint. Customers can expect a response acknowledging their concerns within 30 business days of receipt of any complaint.

### **Documentation to be made available**

This Policy, and related practices and protocols, shall be made available to any member of the public upon request.

This Policy shall be posted on IG2017 website and at conspicuous places at each premises to which this Policy applies.

### **Format of documents**

IG2017 will provide documents, or the information contained in documents, required to be provided under the Standard, to a person with a disability in a format that takes the person's disability into account.

### **Modifications to this or other policies**

Any policy of IG2017 that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **Integrated Accessibility Policies**

Invictus Games 2017 is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

### **General**

Invictus Games 2017 is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

### **Information and communications**

Invictus Games 2017 is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

Invictus Games 2017 will consult with people with disabilities to determine their information and communication needs.

### **Employment**

Invictus Games 2017 will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

### **Modifications to this or other policies**

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.