



Organization Name	St. Catharines Rowing Club
Document Title	Accessibility Policy and Procedures
Approved by	SCRC Board of Directors
Effective Date	April 1, 2025
Review Date	March 2028

### Background

In 2005 the Province of Ontario enacted the Accessibility for Ontarians with Disabilities Act (AODA). The purpose of the AODA is to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings. The following policy and procedures have been established by the St. Catharines Rowing Club (SCRC) to govern the provision of its services in accordance with the AODA.

The policy and procedures apply to SCRC and the programs and services directly provided by the Club, as well as hosting agreements with organizations where our programs and services are provided.

### Policy Statement

In fulfilling our mission, SCRC strives at all times to provide its programs and services in a way that respects the dignity and independence of people with disabilities. We are also committed, where it is safe and feasible to do so, to giving people with disabilities the same opportunity to access our programs and services and allowing them the same benefit from the same services, in the same place, and in a similar way as other members and participants.

### Procedures

SCRC is committed to excellence in serving all members and participants including persons with disabilities (as defined in the Act), and will carry out its functions and responsibilities in the following manner:

**Communications** – When communicating with a person with a disability, SCRC will communicate in a manner that takes into account the person’s disability. Our representatives will communicate with participants over the telephone in clear and plain language, speaking clearly and slowly. We will offer to communicate with participants by email if telephone communication is not suitable or available.

**Assistive Devices** – SCRC recognizes that some persons with disabilities use assistive devices in order to access our facilities and services. We will permit these persons to use their assistive devices to obtain, use or benefit from our services. Should an individual with a disability be unable to access our services through the use of their own personal assistive device, SCRC will determine if the service can be made accessible based upon the individual requirements. SCRC will assess the service and potential accommodation options and employ all reasonable efforts to meet the needs of the individual.

**Financial Transactions** – SCRC is committed to providing accessible invoices and payment methods to all of our participants, customers and contractors. Invoices will be provided in the following formats upon request: hard copy; soft (electronic) copy; large print; email; or other accessible format that works for them. Payments can be made via cash, money order, cheque, or e-transfer. SCRC will answer questions about invoices and payments in person, by telephone or email communication.

**Service Animals** – SCRC recognizes that some individuals with disabilities may require the use of guide dogs or other service animals. Persons with disabilities who are accompanied by a guide dog or other service animal will be permitted to enter the parts of our premises and event locations that are common areas and to keep the animal with them. If there are concerns regarding the service animal, documentation concerning the service animal may be required by SCRC.

**Support Persons** – SCRC recognizes that some individuals with disabilities rely on personal support persons for assistance while accessing services. A person with a disability who is accompanied by a support person will be allowed to enter SCRC premises or event locations together with the support person at no additional cost, and will not be prevented from having access to the support person while on our premises.

**Employment Practices** – SCRC will ensure all human resource procedures will meet the guidelines laid out within the policy and procedure. Any posting for employment will indicate an openness for individuals with disabilities, and that potential candidates be aware of SCRC policy.

**Notice of Temporary Disruption of Services** – SCRC will provide participants with notice in the event of a planned or unexpected disruption in its services and facilities usually used by people with disabilities. This notice will include information about the reason/cause for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be posted on the premises and/or on the SCRC website.

**Staff Training** – SCRC will provide training to applicable staff and volunteers about the provision of services to persons with disabilities, and to those involved in the development of customer service policy and procedures. Coaches who are assigned rowers with disabilities (para rowers) shall be eligible to receive specialized training paid for by the Club, including:

- the objectives of the AODA and requirements for customer service;

- how to interact and communicate with persons with disabilities;
- how to interact with persons with disabilities who use assistive devices or service animals or support persons;
- how to instruct and coach para rowers with different levels of disability.

**Feedback Process** – SCRC will make every reasonable attempt to meet participant expectations while serving persons with disabilities. Comments on our services and programs are welcome, and can be made by email or in writing addressed to the Head Coach.

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Attachments and Web-links

RowOntario Para Rowing  
<https://www.rowontario.ca/para-rowing/>  
Rowing Canada Aviron Para Rowing Classification System  
<https://rowingcanada.org/uploads/2019/03/Para-Rowing-Classification.pdf>

Links to Other Documents