



Overview:

Guelph Rowing Club is committed to providing excellent customer service to everyone who visits our facility and participates in our programs, including people with disabilities.

This commitment means that we do our best to provide services to people with disabilities in a manner that respects their dignity and independence, while at the same time gives them the same opportunity to access our services, and allows them to benefit from the same services, in the same place and in a similar way, as all other customers.

Policies, Practices and Procedures:

As part of this commitment, we have established various policies, practices and procedures to define how our services are provided to people with disabilities. These include the following areas:

1. Assistive Devices

At Guelph Rowing Club we are committed to serving people with disabilities who use, or who may benefit from the use of, assistive devices; whether to access our programs or events, or for other reasons because of their disability. Guelph Rowing Club will ensure that methods of communication will be available in any way that is deemed reasonable when accessing programs and services. Guelph Rowing Club will train employees and volunteers to ensure they are familiar with the various types of assistive devices that may be used by persons with disabilities when accessing our programs and services.

2. Communication

We recognize that people with disabilities may communicate differently because of their disability. At Guelph Rowing Club, we are committed to communicating with customers with disabilities in ways that take the nature of their disability into account. Information will be made available upon request in a variety of formats to enable all persons to communicate effectively.

3. Service Animals

We welcome people with disabilities who use service animals. Service animals are allowed in areas of Guelph Rowing Club property that are open to the public. Most of the time, our staff and volunteer team will be able to easily identify whether an animal is being used as a service animal or not. In the rare situation, when it is not readily apparent, our employees and/or volunteers may ask for clarification confirming that the service animal is required for reasons relating to disability.

4. Support Persons

We also welcome people with disabilities who are accompanied by support persons. Guelph Rowing Club recognizes that some people with disabilities may have support people (e.g., paid professionals, volunteers, family members or friends) to help them with communication, mobility, personal care or medical needs, or with accessing our programs and events. Support persons are allowed on any part of our premises that



are open to the public. At no time will a person with a disability be prevented from having access to his or her support person while on the premises.

Guelph Rowing Club does not charge additional fees to support workers who are acting in a support role with a disabled person at one of our events. For entrance into Guelph Lake Conservation Area (required to access Guelph Rowing Club), Grand River Conservation Authority policies and procedures will apply.

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

5. Temporary Disruptions

We recognize that people with disabilities often rely on certain facilities or services being available at Guelph Rowing Club. As part of our commitment to providing accessible customer service, we will promptly notify customers whenever there is a temporary disruption—whether it is planned or unplanned—in such facilities or services. This notice will include the reason for the disruption, its anticipated duration, and any alternative facilities or services available. Notification will be done through postings and social media forums as well as informed staff who will be able to communicate with public.

6. Training

Guelph Rowing Club is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities. Training will take place annually at the start of the season.

Feedback Process:

When it comes to providing accessible customer service, we will always try our best and will certainly learn from any mistakes. This is why we encourage and appreciate hearing about how we are doing—both good and bad.

Feedback can be given in any format to any member of the Guelph Rowing Club's Board of Directors.



Standard Operating Procedures Version Changes

- 2021/02/04: Board approved small changes to provide clarity