

## **Equitable Access Policy**

The Ottawa River Canoe Club (ORCC) strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. The ORCC is also committed to giving people with disabilities an opportunity by allowing them to benefit from our services.

This Policy shall apply to every person who deals with members, the public or other third parties on behalf of ORCC whether the person does so as an employee, agent, volunteer or otherwise.

The ORCC is committed to excellence in serving all customers including people with disabilities. As such, the ORCC shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. The good or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Persons with disabilities will be given an opportunity use and benefit from the goods or services.
4. Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
5. When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person's disability.