



Accessible Customer Service Policy

Providing Goods and Services to Persons with Disabilities

Revised June 9, 2025 Alpine Ski Club

Alpine Ski Club (ASC) is committed to providing goods, services, and facilities in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities. ASC is committed to meeting the needs of people with disabilities in a timely manner and in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

Assistive Devices

ASC will ensure that staff are trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our goods, services, or facilities.

Communication

ASC will communicate with people with disabilities in ways that take into account their disability. Communication methods may include, but are not limited to:

- Verbal communication
- Written correspondence
- Email
- Text message

ASC will work with the individual to determine the most appropriate method of communication and will provide accessible formats and communication supports upon request.

Service Animals

ASC welcomes people with disabilities who are accompanied by a service animal in areas of the premises that are open to the public and other third parties, unless the animal is otherwise excluded by law.

Where a service animal is excluded by law or where there are legitimate health and safety requirements, ASC will:

- Explain the reason for the restriction to the individual
- Make reasonable efforts to provide alternative means of accommodation

Due to the inherent health and safety risks associated with alpine ski operations, including chairlift use and active ski terrain, service animals are not permitted on chairlifts or on open ski runs. These restrictions are based on safety considerations related to lift operation, evacuation procedures, and collision risk.

ASC remains committed to considering accommodation requests on an individual basis and will work with the person to explore alternative accommodations where possible.

Support Persons

ASC welcomes people with disabilities who are accompanied by a support person. A person with a disability who is accompanied by a support person will not be prevented from having access to that support person while on ASC premises.

Where applicable, ASC will provide notice in advance of any fees for support persons. ASC currently provides a complimentary lift ticket and lesson access for support persons accompanying a guest with a disability. Arrangements can be made through administration.

Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities used by persons with disabilities, ASC will notify customers promptly.

Notices will include:

- The reason for the disruption
- The anticipated duration
- A description of alternative facilities or services, if available

Notices will be posted at main access points, including ticket windows and other appropriate locations.

Training

ASC will provide training to employees, volunteers, and others who interact with the public or who are involved in the development of policies related to the provision of goods, services, or facilities.

Training will be provided:

- As soon as practicable after hire

- On an ongoing basis when changes are made to policies

Training will include:

- An overview of the AODA and the customer service standard
- ASC's accessibility policies and practices
- How to interact and communicate with people with various types of disabilities
- How to interact with people who use assistive devices, service animals, or support persons
- What to do if a person with a disability is having difficulty accessing ASC's goods, services, or facilities

Records of training will be maintained.

Feedback Process

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

Feedback can be provided in the following ways:

- In writing (letter or email)
- Verbally through Club administrative staff

Information about the feedback process is available on our website and through administrative staff upon request.

All feedback, including complaints, will be directed to the Human Resources Manager and addressed in accordance with ASC's complaint management procedures.

Customers can expect a response within four (4) business days.

ASC will ensure that the feedback process is accessible by providing or arranging for accessible formats and communication supports upon request.

Availability of Policy

This policy will be made available to the public and provided in accessible formats upon request.

Review of Policy

ASC will review this policy on an ongoing basis and update it as required to ensure compliance with AODA and to respond to changes in operations, legislation, or identified barriers.