



Accessibility Policy

PURPOSE

The Kingston Tennis Club is committed to providing an inclusive and accessible environment for all members, visitors, and employees. We aim to meet the needs of individuals with disabilities in a timely and proactive manner, complying with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Human Rights Code.

DEFINITION

Definitions taken from the Accessibility for Ontarians with Disabilities Act, S.O. 2005, C. 11 or Ontario Human Rights Code.

- “Accessible formats” may include, but are not limited to, large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.
- “Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice; (“obstacle”).
- “Disability” is defined broadly by the Ontario Human Rights Code as - "any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device, a condition of mental impairment or a developmental disability, a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, a mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997."



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SCOPE

This policy applies to all individuals associated with our club, including but not limited to: members, guests, volunteers, instructors, coach(es), and staff.

STATEMENT OF COMMITMENT

The Kingston Tennis Club is dedicated to treating all individuals in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity where possible and are committed to meeting the needs of people with disabilities where possible by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

ACCESSIBILITY STANDARDS

The Kingston Tennis Club will make every reasonable effort to meet the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005*, including all applicable elements of the Integrated Accessibility Standards.

1. Customer Service
2. Information and Communications
3. Employment
4. Design of Public Spaces
5. Transportation

The Kingston Tennis Club will ensure that all instructors, coach(es) (staff and independent contractors), volunteers and staff are familiar with our policies, practices, and procedures for communicating with and providing services to persons with disabilities.

Customer Service

The Kingston Tennis Club will provide customer service in a manner that removes barriers for people with disabilities according to the following key principles of the AODA:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Service to people with disabilities will be integrated with others, unless an alternate way of providing the goods, services or facilities is required by the person with the disability.



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- Wherever feasible, persons with disabilities will be given equal opportunity to use and benefit from the goods, services, or facilities the Kingston Tennis Club has to offer.
- We will communicate with people with disabilities in a way that takes the individual's disability into account.

Assistive Devices, and Service Animals, Service Dogs or Guide Dogs

- Persons with disabilities who use an assistive device will be permitted to use their own device to access the goods and services of the Kingston Tennis Club.
- If a person with a disability is accompanied by a guide dog or other service animal, the Kingston Tennis Club shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.

Support Workers

- If a person with a disability is accompanied by a support person, the Kingston Tennis Club will ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
- The Kingston Tennis Club will ensure that notice is given in advance if admission fees will be charged to support workers for accessing the good or service in their role as support person, including how much the fee will be.

Service Interruptions

If there is a temporary disruption in any of our services either in whole or in part beyond weather-related disruptions common for an outdoor facility, the Kingston Tennis Club will provide notice of the disruption to the public via as many channels as possible, in accessible formats, where available. We will physically post notices where the disruption is taking place as well as through any other channels that are appropriate such as email, phone, text, social media, or on our website.

Notice of the disruption will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.



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Process for Receiving Feedback

The Kingston Tennis Club will accept feedback about the way in which it provides goods and services to persons with disabilities in person, by phone or email, or in another way that is suitable to a person with a disability.

When a complaint is received about the way we provide goods, services, or facilities to persons with disabilities, the Kingston Tennis Club inform the complainant about the actions the organization will take to resolve the issue.

Information and Communications

The Kingston Tennis Club will make its information accessible to people with disabilities by creating materials and supports in accessible formats when requested, and it will notify the public of the types of accessible formats provided.

Further, the Kingston Tennis Club will deliver alternate formats of information to clients, upon request. If a particular material cannot be converted into an accessible format that meets the needs of the person requesting it, the Kingston Tennis Club will provide details of why it cannot be converted and provide a summary of the information or communication in another way that is suitable to the person requesting it.

This extends to any emergency procedures or safety information prepared by the Kingston Tennis Club.

Employment

The Kingston Tennis Club welcomes and encourages employment applications from people with disabilities and will do its part to make hiring and employee support practices more accessible by providing accommodation wherever possible during recruitment, hiring, and employment.

If a job applicant requests accommodation, the Kingston Tennis Club will consult with the applicant and make every effort to provide suitable accommodation for the person's accessibility needs.

When making offers of employment, the Kingston Tennis Club will notify the successful applicant of its policies for accommodating employees with disabilities.



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New employees will be reminded about the organization's job accommodation policies as soon as possible upon being hired and notified when any future changes are made to policies.

The Kingston Tennis Club will consult with an employee who requests it, to provide or arrange for the provision of accessible formats and communication supports that take the employee's needs into account when providing information that is needed to perform the employee's job, and information that is generally available to employees in the workplace.

Design of Public Spaces

If the Kingston Tennis Club redesigns or redevelops an outdoor public space such as a parking area, outdoor eating area or play space, exterior entryway, an indoor or outdoor service counter, or waiting area or queuing line, it will do so in accordance the Design of Public Spaces Standard of the AODA. The Kingston Tennis Club will also ensure any newly redesigned or redeveloped areas are maintained in accordance with the rules set out by the AODA.

Transportation

The Kingston Tennis Club does not provide conventional or specialized commercial transportation services to passengers and is not required to adhere to the Transportation Standard.

ROLES AND RESPONSIBILITIES

- The KTC Governance Committee will review this policy annually with recommendations to the KTC Executive and Board as necessary.
- The KTC Club Manager will oversee implementation of the policy on a day-to-day basis.
- The KTC Facilities and Operations Committee will provide oversight to implementation of this policy to ensure compliance and provide advice as required.

KINGSTON TENNIS CLUB (KTC)



APPROVAL OF THE BOARD OF DIRECTORS

Date: April 21, 2026

Signed: [Signature] Signature on File _____

KTC President, on behalf of the Board of Directors

RECORD OF REVISIONS

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March 2026

Date of Review	Nature of Review	Date of Board Approval/Update
March 16, 2026	Annual Governance Review	April 21, 2026