



# BIATHLON ONTARIO

## Biathlon Ontario Equity and Access Policy

### Preamble and Purpose

1. The purpose of Biathlon Ontario's Equity and Access Policy is to provide a sport and work environment that provides fair access and equitable opportunities.

### Definition

2. Equity and Access is the belief and the practice of treating people in ways that are fair, equal, and just, regardless of their gender, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, disability, age, gender expression, gender identity, marital status, or family status. Biathlon Ontario is committed to ensuring equitable and accessible participation opportunities in the sport of biathlon in Ontario.

### Scope and Application

3. Equity and access does not necessarily mean that all persons must be treated the same. People may need to be treated differently in order to be treated fairly. Biathlon Ontario will take a leadership position by making a clear commitment to full and equitable participation in all levels of the organization.

### Promotion

4. Biathlon Ontario will encourage and assist its Members and Registered Participants in understanding and promoting the concept of equity and access.
5. Specifically, Biathlon Ontario will:
  - a) Regularly assess policies and programs for impact on equity and access
  - b) Regularly audit Biathlon Ontario committees for equitable composition
  - c) Assist Members with developing strategies and programs to increase fairness and equitable treatment for all individuals
  - d) When necessary, host forums for discussion of equity and access issues

### Opportunities to Lead

6. Biathlon Ontario will ensure, through its bylaws, policies, and committee terms of reference, that all positions of leadership are available to all individuals. Specifically, Biathlon Ontario will:
  - a) Ensure that every Biathlon Ontario committee has at least one female member
  - b) Ensure that when there are two Provincial Team Representatives, there is one female and one male

- c) When a Provincial Team is traveling, Biathlon Ontario will strive to have one staff member from each gender present
- 7. Biathlon Ontario will raise awareness and understanding of equity and access issues among Members, registered participants, coaches, athletes, and in the broader biathlon community.
- 8. Biathlon Ontario will in no way solicit nor accept sponsorship/support from companies/ individuals that discriminate against people by gender, race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, disability, age, gender expression, gender identity, marital status, or family status

### **Human Resources**

- 9. Biathlon Ontario will use neutral language in its governing documents and human resource management efforts. Specifically, Biathlon Ontario will:
  - a) Ensure that its bylaws and policies are gender-neutral
  - b) Ensure that all positions, terms of responsibilities, salary levels, and opportunities for advancement are equal for both genders

### **Accessibility**

- 10. BiON's programming is aligned with that of Biathlon Canada, Cross-country Canada, the International Biathlon Union, and the Fédération internationale de ski. As an FIS discipline, para- biathlon is primarily the responsibility of Cross-country Canada, and Cross-country Ontario in Ontario. BiON will support Cross-country Ontario, where and when it can, in the development and delivery of para-biathlon in Ontario. BiON will provide expertise, leadership and opportunity in support of Cross-country Ontario's para-biathlon programming.
- 11. Providing goods, services or facilities to people with disabilities:
  - a) BiON is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.
  - b) BiON understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.
  - c) BiON is committed to complying with both the Ontario Human Rights Code and the AODA.
  - d) BiON is committed to excellence in serving all customers including people

with disabilities.

- e) Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

## 12. Assistive devices

- a) People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.
- b) In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.
- c) When applicable, we will ensure that our staff are familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

## 13. Communication

- a) We will communicate with people with disabilities in ways that take into account their disability.
- b) We will work with the person with a disability to determine what method of communication works for them.

## 14. Service animals

- a) We welcome people with disabilities and their service animals.
- b) Service animals should be easily identifiable. When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.
- c) If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:
  - i. explain why the animal is excluded.
  - ii. discuss with the customer another way of providing goods, services or facilities

## 15. Support persons

- a) A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.
- b) Fee/fare will not be charged by BiON for support persons.
- c) In certain cases, BiON might require a person with a disability to be accompanied by a support person for the health or safety reasons of:
  - i. the person with a disability
  - ii. others on the premises
- d) Before making a decision, BiON will:
  - i. consult with the person with a disability to understand their needs
  - ii. consider health or safety reasons based on available evidence
  - iii. determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

## 16. Training

- a) BiON will provide accessible customer service training to anyone involved in the provision of goods, services or facilities to persons with a disability
- b) Training will include:
  - i. Working Together: The Code and the AODA - <http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>.
  - ii. how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities.
- c) Staff will also be trained when changes are made to our accessible customer service policies.

## 17. Feedback process

- a) BiON welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.
- b) Customers will be notified of how to provide feedback using a post-event survey.

- c) Customers who wish to provide feedback on the way BiON provides goods, services or facilities to people with disabilities can provide feedback directly to a member of the Board of Directors.
- d) All feedback, including complaints, will be discussed during the following meeting of the Board of Directors.
- e) Customers can expect to hear back in 31 days.
- f) BiON will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

18. Notice of availability of documents

- a) BiON will notify members that documents related to accessible customer service, are available upon request by way of the event notice.
- b) BiON will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

19. Modifications to this or other policies

- a) Any policies of BiON that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

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