

AODA – Tennis Canada’s Commitment to Accessibility Policy

Revised: May 2021

Intent

Tennis Canada is committed to providing a barrier-free environment for all stakeholders including our clients/customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services.

Tennis Canada understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, equipment requirements, training, and best practices.

Requirements

General:

Tennis Canada is committed to training staff on Ontario’s accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Customer Service:

Tennis Canada understands that all customers need to receive the same value and quality. We are committed to allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk. We will provide alternative methods when possible, to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner and will take into account individual needs when providing goods and services.

Information and Communications:

Tennis Canada is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication supports in a timely manner. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information.

Employment:

Tennis Canada will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

Design of Public Spaces:

Tennis Canada will meet accessibility standards relating to the design of public spaces when building or making major modifications to public spaces.

Complete Accessibility Report Available Upon Request.