



Accessibility Policy

Policy Statement:

True North Camps Ltd. operating as True North Sports Camps and North Toronto Baseball Camp (“TNC”) is committed to diversity, inclusion and accessibility for persons with disabilities. TNC will comply with all legal requirements in this regard, including those set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”). We will ensure that our policies, practices, services, programs and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. We will meet the accessibility needs of persons with disabilities in a timely manner by removing and preventing barriers to accessibility and complying with applicable law.

The provision of our services to persons with disabilities is integrated with the provision of services to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from our services. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use or benefit from our services.

Application:

This Accessibility Policy applies to the TNC community including all directors, coaches, contractors, volunteer CITs, participants and parents.

Staff and Volunteers:

All contractors, staff and volunteer CITs will receive training on Ontario’s accessibility laws (including AODA and the *Human Rights Code*). Please contact us to obtain further information regarding our training practices.

In addition, we will notify employees and job candidates that accommodations can be made during the selection process and hiring. We will implement, maintain and comply with employment-related policies including our accommodation and return to work policies. Where needed, we will provide customized emergency information to help an employee with a disability during an emergency. Our performance management and other internal employment processes will take into account the accessibility needs of all employees including any individual accommodation plans.

Communication:

TNC is committed to communicating with persons with disabilities in ways that take into account their disability. Upon request, we will provide information about TNC and its programs (including access to our feedback process) in accessible formats or with communication supports. We will notify the public if there is a disruption in access to any TNC facilities for persons with

disabilities including the anticipated duration and a description of alternate facilities, if any, that are available.

Service Animals and Support Persons:

We welcome service animals, support persons and other assistive devices upon which persons with disabilities rely, unless excluded by law from the premises at which TNC operates. TNC may require a person with a disability to be accompanied by a support person if after consulting with the person with a disability, TNC determines that a support person is necessary to protect the health or safety of the person with a disability or the health and safety of others, in which case, any amount payable for the support person's attendance at the program will be waived.

Questions/Feedback:

To request accommodation or assistance for any TNC program or service, or to provide feedback regarding how we provide programs and services to persons with disabilities, please contact us by phone (416) 619-1224 or email: info@truenorthcamps.com

All requests for information, questions or complaints will be reviewed by TNC's Executive Director and dealt with in a timely manner as appropriate in the circumstances (which may include revision to TNC policies and/or practices, implementation of accommodation, an investigation etc.). Please contact us for more information about our feedback process.

Accessibility Plan

TNC strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility. We are committed to fulfilling our requirements under AODA and this Accessibility Plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

- Policies: We review our accessibility, accommodation and return to work policies annually to ensure on-going compliance with applicable law and incorporate new information regarding our accessibility initiatives.
- Training: We review and update our staff training materials (including our staff manual) annually to ensure that all new staff receive appropriate training on our internal accessibility policies and procedures.
- Employment: We revise our employment agreement templates annually in order to update any new hires with our latest accessibility policies and information.
- Information and Communications: We assess ways in which we can improve our ability to communicate in various accessible formats (including a review of our website) annually.