

At the Ontario Lacrosse Association, we are committed to accommodating both our membership and the public in accessing the services we provide. To achieve this goal, the Ontario Lacrosse Association's staff and Board of Directors will seek to minimize or remove any barrier faced by individuals with disabilities at our Toronto office, in our correspondence and in the delivery of our services.

1. **At the Office.** The office of the Ontario Lacrosse Association is located at 1 Concorde Gate in Toronto, ON. Our suite, Unit 200C, is situated within a building that is fully accessible for wheelchairs and other assisted walking devices, and with easy access to street level entryways and elevators. Concierge is available during regular business hours.
2. **Communication.** Wherever possible, the staff of the Ontario Lacrosse Association will communicate with individuals with disabilities in ways that respect their special needs by providing information online that users can manipulate to accommodate their disability. For individuals who require language services, translation software may be utilized to facilitate communication. Additionally, staff will speak by phone wherever possible to provide verbal communication in plain English when required by our membership and the public to access our services.
3. **Training.** The Ontario Lacrosse Association will provide training to employees who deal directly with the public, and who are involved in the development of policies and procedures related to our services. Records of this training will be maintained in each staff member's personnel file.

Individuals in the following positions will be trained on [Accessibility Standards in Ontario](#) biennially:

- a. Executive Director
 - b. Marketing Director
 - c. Promotions Director
 - d. Technical Director
4. **Assistive Devices.** The staff of the Ontario Lacrosse Association are familiar with various assistance devices (eg. wheelchairs, scooters, walkers, canes, crutches, prosthetic devices, etc.) that may be used by our membership or by the public while accessing our services.
 5. **Service Animals.** In addition to welcoming individuals with disabilities, the Ontario Lacrosse Association also welcomes accompanying service animals to all areas of our office that are open to our membership and the public.
 6. **Support Persons.** In addition to welcoming individuals with disabilities, the Ontario Lacrosse Association also welcomes accompanying support persons to all areas of our office that are open to our membership and the public.
 7. **Service Interruptions.** In the event of an unexpected disruption to the operation of our office or the services we provide, the Ontario Lacrosse Association will post a clear notice on our website with information about the anticipated length of time of the interruption and, if available, contact options for our membership and the public to access alternative services.
 8. **Feedback Process.** Individuals who wish to provide feedback on the way the Ontario Lacrosse Association provides services to people with disabilities can email info@ontariolacrosse.com or send a letter to:

Stan Cockerton – Executive Director
Ontario Lacrosse Association
1 Concode Gate, Suite 200C – Box 51
Toronto, Ontario, Canada
M3C 3N6

9. **Notice of Availability.** The Ontario Lacrosse Association will notify our membership that this accessibility standards policy is available by posting it on our website.
10. **Policy Modifications.** Any policy of the Ontario Lacrosse Association that does not respect and/or promote the dignity and independence of individuals with disabilities will be forwarded to the Ontario Lacrosse Association's Board of Directors for review.