

Kitchener-Waterloo Skating Club Accessibility Standards



KWSC recognizes that barriers may exist for persons with a disability to access our services. Disabilities are not necessarily apparent, and can include but are not limited to vision and/or hearing loss, intellectual, learning or developmental disabilities, mental health disabilities, physical disabilities or disabilities affecting mobility, as well as speech or language disabilities. It is the goal of KWSC to be positive in our interactions with persons with a disability, and to be conscious of the needs of individuals and respectful of the ways they wish to communicate with us.

Some information and tips:

- KWSC permits support persons to accompany persons with a disability to all public areas, and does not charge admission to support persons for programs or events. Always speak to the person, not the support person.
- KWSC permits and supports the use of assistive devices (e.g., monocular, pointing device, walkers, etc.). Do not move assistive devices without permission, and if you do move it out of the way, make sure the person knows how to access it.
- KWSC allows service animals in all our public areas for all forms of disabilities that require service animals. If you are unsure if the animal is a pet or a working animal, ask the owner. They should have a letter of permission from their doctor or similar person if the animal has no identifying markings. Do not interact with working service animals without the owner's permission.
- Ask before you help. People with disabilities often have their own way of doing things.
- Be flexible and adaptive with communications. For example, for persons with visual impairments, provide materials in alternative formats such as large print or verbally. If the person is using a hearing aid, reduce background noise or move to a quieter area. Some individuals with hearing loss can read lips; make sure you are in a well-lit area and your face is visible.
- Provide time for persons with speech or language impairments to get their point across. For persons with intellectual impairments, use plain language, and be prepared to explain and review. Do not assume that a person with speech difficulties necessarily has another disability.
- If a person is having difficulty accessing KWSC's services:
 - Ask "How may I help you?" or solicit suggestions
 - Be flexible
 - Offer communication alternatives, such as pen and paper
 - Confirm that the person's needs are met
- When in doubt, put yourself in the shoes of the person with a disability and try to identify the best way to eliminate barriers to our services in a manner that is both respectful and maintains dignity.