

ACCESSIBILITY POLICY FOR PULSARS GYMNASTICS

Providing Services to People with Special Needs

Pulsars Gymnastics is committed to excellence in serving all customers including people of all ages, abilities, special needs, and exceptionalities. These programs will be referred to as Adaptive Programs for internal differentiation and marketing purposes. We will work to remove barriers to accessibility and address the needs of those with different Special Needs and Exceptionalities. We will meet our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's disability laws.

Gymnastics Programming

At Pulsars Gymnastics we recognize that some athletes might have different needs. Our goal is to help adaptive participants build self-confidence, get active, and learn new skills (social or physical). When it comes to our adaptive programs, we were guided by 3 important principles.

1. What makes us special should be celebrated not complicated. This means that the programs are designed to suit the needs of each athlete, not the athlete to suit the needs of the program.
2. Provide the support that is needed, at no additional cost. Parents of athletes with needs already have a lot on their plate. We have no desire to add financial stress on top of anything else. An adaptive athlete will always pay the same as any other athlete.
3. Our coaches should do the work, not the parents. Parents are encouraged to watch but not participate in the class. Perhaps parents can even leave to get a coffee. A gradual separation program will be created if the athlete is having separation anxiety.

Communication

We will communicate with athletes, parents, and all other stakeholders with special needs in ways that consider their special need without singling them out.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A person with a special need who is accompanied by a support person will be allowed to have that person accompany them on our premises. This external support person can be a parent, a sibling, trained support worker, or anyone else who provides support to the athlete on a regular basis. Pulsars is also happy to provide a support person at no extra cost to the family. This person will be either a trained coach, coach in training, or volunteer.

Use of aides or assistive devices

Aid for people with special needs such as wheelchairs will be allowed in the gym space so long as that aid is a requirement for success in gymnastics. Pulsars Gymnastics will ensure that our staff is trained and made familiar with the assistive devices we have on site. We also welcome communication devices such as iPad or any other relevant technologies.

Training

Pulsars Gymnastics will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf.

Individuals in the following positions will be trained in the matter outlined below:

Volunteers: At least 3 weeks of the 8-week Pre-CIT Course offered by Pulsars or on the job training provided by a trained coach.

Coaches in Training: Successful completion of the Pre-CIT Course offered by Pulsars or on the job training provided by a trained coach.

Coach: Completion of NCCP Foundations Introduction, Foundations Artistic, Foundations Trampoline, and Foundations Theory.

This training is an ongoing process and deadlines cannot be reasonably put into place.

Adaptive Specific Training

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of needs
- How to interact with people with special needs who use an assistive device or require the assistance of a service animal or a support person
- How to communicate with and interact with people who are non-verbal

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Pulsars Gymnastics provides goods and services to people with special needs can email, speak to in person, or phone call our Adaptive Program Director, Adaptive Program Supervisor, or Operations Manager. All feedback, including complaints, will be assessed by our administrative staff and if deemed serious brought to the attention of our directors.

Customers can expect to hear back within 30 days.

Modifications to this or other policies

Any policy of Pulsars Gymnastics that does not respect and promote the dignity and independence of people with special needs will be modified or removed.

February 1st, 2024
Pulsars Gymnastics reserves the right to amend this policy at any time.