

SILVER SPOKES CYCLING CLUB	Revision 1
ACCESSIBILITY POLICY	April 2024

1. Definitions

“SSCC” – The Silver Spokes Cycling Club

“Member” – An individual who has chosen to join the SSCC and has fully paid the annual fee

“Directors” – Those Members who have been elected or appointed to the Board of Directors for the current calendar year in accordance with the relevant provisions of the By-Law

“Services” – Activities sanctioned, organized and carried out by SSCC including, but not limited to: instructional sessions, group rides and associated social events

2. Purpose

As a volunteer-run organization with no employees, the Silver Spokes Cycling Club is not a “provider of goods or services” under Section 1 of the Accessibility Standards for Customer Service, Ontario Regulation 429/07. However, the purpose of this policy is to establish guidelines for the Silver Spokes Cycling Club (SSCC) to govern the provision of its services to persons with disabilities.

To achieve this, this Accessibility Policy establishes our key principles to guide our actions as a cycling club. All SSCC Members are expected to support the principles stated below in accordance with their roles and responsibilities.

3. Policy Statements

- a) SSCC strives at all times to provide our services in a way that respects the dignity, independence, integration and equality of all people. We believe in equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and to the extent possible.
- b) We strive to provide services that are accessible and can be effectively used by everyone, including people with disabilities; and to ensure accessibility for our Members/guests that we serve.
- c) This policy shall apply to every person who deals with members of the public whether the person does so as a club member, guest or volunteer.
- d) The SSCC is committed to excellence in serving all people with disabilities. SSCC shall use reasonable efforts to ensure that its policies, procedures and practices are consistent with the following principles:
 - 1) SSCC services will be provided in a manner that respects the dignity and independence of persons with disabilities.

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- 2) SSCC's offering of services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the services while maintaining a safe environment for everyone involved.
- 3) Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from SSCC's services.
- 4) Persons with disabilities may use personal assistive devices and/or support persons in the access of services.
- 5) When communicating with a person with a disability, Members, guests and volunteers shall do so in a manner that is respectful to the dignity of that person and which takes into account the person's disability.
- 6) All special requests will be handled by the SSCC Executive and Directors on a case-by-case basis and will be decided within 10 business days from the date of the request. i.e. alternative cycling methods: e-bikes, handbikes, tandem bikes, etc.

4. Feedback Process

Comments and suggestions regarding SSCC's ability to meet the membership service standards outlined in this policy are welcomed and appreciated. Feedback regarding our services to people with disabilities can be made via the email address on our website or verbally to a ride leader or any Director. A response to a Member's feedback can be expected within 10 business days from the date the feedback was provided.

5. Modifications to This or Other Policies

Any policy of the Silver Spokes Cycling Club that does not respect and promote the dignity and independence of people with disabilities will be addressed, modified, or removed.