

AODA Policy

(Accessibility for Ontarians with Disabilities Act)

Providing Goods and Services to People with Disabilities

The Halton Agricultural Society (Milton Fair) is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site, or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

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 disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will not be charged for support persons.

We will notify customers of this fee structure through a notice posted on our premises and on our website at www.miltonfair.com.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities; wheelchairs, accessible washrooms, Milton Fair will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. This notice will be placed at the office, and on our website.

Training

Milton Fair 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:

- Grounds Maintenance Staff
- Administrative Staff
- Board of Directors
- HAS Committee Members
- Volunteers

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard's Plan.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing the Milton Fair Grounds.

Feedback Process

Customers who wish to provide feedback on the way Milton Fair provides goods and services to people with disabilities can provide feedback by email, verbally, website contact form or by mail.

Halton Agricultural Society

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Modifications to This or Other Policies

Any policy of Milton Fair that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.