

Sports Turf Manager

for better, safer sports turf

Winter 2009

VOLUME 22, NUMBER 4

- 3 President's Message
- 4 Event Calendar
- 5 Blogging on Turf
- 6 OTS 2010 Sports Turf Sessions
- 7 STA Networks Internationally
- 8 Artificial Turf Dying in Big Leagues
- 11 Pros & Cons of Green Fuels
- 16 Options For Building Sports Fields
- 20 Why Classify?
- 22 Cover Story Continued



Making Ontario Accessible

BILL CLAUSEN, FACILITY MANAGER, UNIVERSITY OF GUELPH

The Government of Ontario has a plan to make the province accessible to all citizens by 2025. This process began with the Accessibility for Ontarians with Disabilities Act (AODA) in 2005. Accessibility Standards for Customer Service is the first standard to be created under the authority of the act. All public sector organizations must comply by January 1, 2010; non-profit organizations and the private sector must comply by January 1, 2012.

Over the next year, other standards will be introduced dealing with transportation, information and communications, the built environment, and employment. What does this mean to the turf industry and those of us who provide recreational services?

One, we must comply. Two, we must provide ongoing training to all our staff. Three, we must be prepared to make our facilities as accessible as possible. Four, when designing new facilities or renovating older facilities, we should design ahead of the curve and build facilities completely accessible.

Complying makes sense. All our fellow citizens deserve the opportunity to access, use and receive the level of customer service those without disabilities receive.

Training our staff to the level required to provide the level of service mandated by the Accessibility Standards for Customer Service will only improve the expertise of our staff and allow them the opportunity to provide exceptional service to all clients. While reviewing the material available on the Ministry of Community and Social Services website, it is clear the training material can be incorporated into our standard...→ **page 22**

UNIVERSITY OF GUELPH
CHANGING LIVES
IMPROVING LIFE

19TH ANNUAL
February 17 & 18
2010
Rozanski Hall
University of Guelph
Guelph, Ontario

ONTARIO
Turfgrass
SYMPOSIUM

The
Culture
of
Green

Early Bird Registration by
December 18, 2009

Cover Continued...

MAKING ONTARIO ACCESSIBLE

Bill Clausen, Facility Manager, University of Guelph



... training packages for all our staff members reasonably seamlessly.

Making existing facilities as accessible as possible is simply common sense. If the physical layout of our facility inhibits its use, access or customer service, it is reasonable to expect us to provide assistance for someone with a disability to surmount this difficulty. Whether this is something as simple as placing a wheelchair accessible table in your lobby until you can affect structural changes in the service counter or having a staff member guide a sight

impaired client to the proper location, we can make our facilities accessible.

Building and renovating facilities ahead of the curve also makes financial sense. Conforming to the expected standards of 2025 now will save money in the long term. It also means you can expect to increase your revenue base if people with disabilities discover your facilities are totally accessible – not just in the physical sense but also with respect to customer service, transportation and employment – they will become enthusiastic clients/customers.

All the information you need to know about these standards is available on the Ministry of Community and Social Services website www.mcsc.gov.on.ca/mcsc/english/pillars/accessibilityOntario.

This site provides access to the latest press releases with up-to-date information on what to expect next. For example, the lead item is about the proposed Accessible Employment Standard which is designed to help employers provide equal opportunities for people with disabilities. This is the next piece of legislation with which we will have to comply.

There is also a section on complying with the Accessibility Standards for Customer Service and how to report your compliance. There are links to Accessibility and Your Business which can help

you apply for financial assistance to make your organization accessible, help you welcome customers with disabilities, and give you information on why being accessible is good for your business.

Information is readily available about the Ontarians with Disabilities Act 2001 – frequently asked questions, helpful links where you can find information, and resources to help with accessibility planning.

For training purposes, there is a quick link to an online course, Serve-Ability, to provide training for your staff. It takes about 45 minutes and will help your staff provide better customer service to people with disabilities.

In conclusion, Ontario is striving to bring a segment of our population into the twenty first century where they belong. As an industry, the sports turf community needs to embrace these progressive changes to make all Ontarians welcome in our facilities and organizations by providing exceptional customer service to all. ♦

QUICK FACTS

1.85 million Ontarians have a disability and this number will grow as the baby boomer generation ages.

More than 200 people participated on committees that drafted accessibility standards.

Accessibility standards are being phased in to give businesses and organizations time to break down barriers for people with disabilities over planning cycles.



JOHN BLADON, TECHNICAL SALES REPRESENTATIVE

Tel: 519.757.0077 • Cell: 519.574.2013

E-mail: jbladon@agriumat.com

**PRODUCT INFO LINE 1.800.461.6471 WEB www.turfpro.ca
Head Office: 10 Craig Street, Brantford, Ontario N3R 7J1**



PLANTPRODUCTS

Turf MVP • Grass Seed
Turf & Tree Fertilizers
Pest Control Products

Plant Products Co. Ltd.

Brampton, Ontario
905-793-7000 or 1-800-387-2449
Fax 905-793-9632 • plantprod.com