

Sports Turf Manager

for better, safer sports turf

Winter 2009

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- 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

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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**

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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