



TRAILBLAZERS Tandem Cycling Club

"JOIN US FOR A RIDE IN THE PAR."

TRAILBLAZERS TANDEM CYCLING CLUB ANTI-RACISM, ACCESS AND EQUITY POLICY AND HUMAN RIGHTS COMPLAINTS PROCEDURE

This policy was approved by TRAILBLAZERS TANDEM CYCLING CLUB Executive at their meeting on the 8th day of January in the year of 2007 (date/month/year).

(signature of member)

Rozina Issani

Position: President

(signature of member)

Katy Mackinnon

Position: Vice President

A: STATEMENT OF COMMITMENT

The City of Toronto is made up of people from diverse communities.¹ TRAILBLAZERS TANDEM CYCLING CLUB recognizes that the changing nature of the population has implications in terms of delivering and/or providing access to its services (e.g. programming, activities, etc.).

We recognize that barriers to services exist for members of diverse communities and we are committed to acting as a positive force in eliminating these barriers.

To achieve this, TRAILBLAZERS TANDEM CYCLING CLUB will:

- Ensure that diverse communities have equitable access to its services, resources and decision-making.
- be non-discriminatory and promote the goals of anti-racism, access and equity, and

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"We are a recreational cycling club with a twist. We give people who have LIMITED or NO vision the opportunity to cycle with sighted volunteers on our tandems (bicycles built for two)."

- Take reasonable steps to ensure its services, programs and decision-making reflect the community it serves.

TRAILBLAZERS TANDEM CYCLING CLUB prohibits discrimination or harassment and protects the right to be free from hate activity based on age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offences, sex, sexual orientation or any other personal characteristic by or within the Trailblazers Tandem Cycling Club.

Definitions

Anti-racism: a set of practices and systems designed to eliminate racism. Racism includes racist ideologies, prejudiced attitudes, discriminatory behaviours, structural arrangements and institutionalized practices resulting in racial inequality as well as the fallacious notion that discriminatory relations between groups are morally and scientifically justifiable.

Access: the ability of or extents to which communities or residents can attain needed services and achieve full participation in the planning, development, administration and delivery of those services. Access includes client access and Trailblazers Tandem Cycling Club access.

Equity: practices designed to remove systemic barriers to equality of outcome by identifying and eliminating discriminatory policies and practices.

Discrimination: the act of treating a person unequally by imposing unequal burdens or denying benefits, rather than treating a person fairly on the basis of individual merit. Discrimination is usually based upon personal prejudices and stereotypical assumptions related to at least one of the grounds set out in this Policy. It is not necessary to have intent to discriminate under the Code. Workplace rules, policies, procedures, requirements, qualifications or factors may not be directly or intentionally discriminatory but may nonetheless have an adverse effect. This may create barriers to achievement and opportunity.

Harassment: a course of conduct of comments or actions that are unwelcome or should be known to be unwelcome. A person has the right to be free of

humiliating or annoying behaviour that is based on one or more grounds in the Code.

Member: Paid member of Trailblazers Tandem Cycling Club. Although members are generally drawn from the blind and vision-impaired community which we serve, anyone, regardless of vision status, may choose to become a member of Trailblazers Tandem Cycling Club.

Volunteer: The term Volunteer includes our sighted volunteers who assist us specifically with program delivery, i.e. riding at the front of our tandem bicycles during club rides ("Captains"). It also extends to anyone, member or not, regardless of vision status, who assists us with any other aspect of club operation, including but not limited to: governance, administration, event planning, professional assistance, provision of special assistance other than cycling (filling out forms at AGM, etc.).

Based on the two definitions noted above, it is possible for an individual to be both a member and a volunteer.

Guest: Any individual who participates in any ride or event held by Trailblazers Tandem Cycling Club who does not fit into the category of member or volunteer. This may include friends and family of members or volunteers, but any member of the community is welcome to join us as a guest at any of our rides or events long as they agree to abide by our code of conduct and our Anti-Racism, Access and Equity Policy.

B: POLICY AND ACTIONS ON ANTI-RACISM, ACCESS & EQUITY

Governance

TRAILBLAZERS TANDEM CYCLING CLUB is committed to achieving representation of the diversity of the Toronto community on its Board of Directors by ensuring that it has an equitable and transparent nominations process that this process is communicated to all members, and that members are committed to outreach beyond the current membership if necessary to achieve this goal.

Trailblazers Tandem Cycling Club nominates members to its Executive at its Annual General Meeting, which is open to all members of the community. Our AGM is always held in an accessible location close to public transit, and we always have volunteers on hand at our AGM to provide assistance to anyone with special needs. Nominations to the Club Executive are made in an open session and nominations can be made by anyone in attendance.

Our new member outreach process is designed to be as inclusive as possible, using public vehicles (such as our website), affiliated organizations which also serve a diverse population, such as BALANCE and CNIB, as well as word-of-mouth by existing members and volunteers, who represent a wide range of diverse groups. We are committed to ongoing outreach to all members of the community.

Services

TRAILBLAZERS TANDEM CYCLING CLUB is committed to ensuring that its services and programs are accessible to diverse communities. This involves review of current outreach, communications, program planning and evaluation, to ensure goal is being met.

Trailblazers Tandem Cycling Club continually reviews its programs and services in order to ensure that they are accessible to diverse communities. Recently, this has led to two key initiatives; in 2006 a re-design of our website to make it more accessible to blind and vision-impaired users, and in 2007 the purchase of tandems in varieties of sizes to accommodate the wide range of sizes of people in the community. We are committed to ongoing review of our programs and services to ensure that they are accessible to all.

In addition to our core mandate of providing services to persons with visual disabilities, we strive to take into consideration other barriers to access, such as other disabilities, low-income persons and families.

As a significant number of our members and volunteers face financial barriers to access, we endeavour to keep costs as low as possible by keeping expenses to a minimum and obtaining funds through non-membership sources (grants, donations, etc.) as much as possible. We also have a special fund to assist members with the financial cost of our (optional) out-of-town trips. Members facing financial barriers can apply to have a portion of their costs reimbursed through a confidential application to this fund. To maintain confidentiality, this fund is administered through a small committee which is a separate entity from the Club Executive.

Training and Education

TRAILBLAZERS TANDEM CYCLING CLUB is committed to ensuring that those involved in the delivery of services and programs have the knowledge, understanding and skills to work with and provide services to members of diverse communities.

We endeavor to protect our members by screening our volunteers prior to their participation; we have a mandatory policy of training and orientation. All new members and volunteers are taken on training rides with experienced members and volunteers before participating in general activities.

Information and Communications

TRAILBLAZERS TANDEM CYCLING CLUB is committed to ensuring that all of its communications, including information on its services and programs, are accessible to diverse communities.

As we serve the blind and vision-impaired, we are committed to providing all communications in formats that are accessible to blind and vision-impaired members. Our website is accessible to screen readers. We provide all communications materials in digital, large print and/or Braille format.

We are committed to identifying and eliminating other communication barriers that may exist, for example providing translations of communications for members with difficulty reading and understanding English.

C: HUMAN RIGHTS COMPLAINT PROCEDURE

Definitions

Complainant: the individual alleging the discriminatory treatment or behaviour

Respondent: the individual against whom the allegation of discrimination is made

Member: for the purpose of this policy, the term member includes any paid member of Trailblazers Tandem Cycling Club

Volunteer: for the purpose of this policy, the term member includes any volunteer with Trailblazers Tandem Cycling Club

Guest: for the purpose of this policy, the term member includes any guest at Trailblazers Tandem Cycling Club rides, events or meetings who is not participating as a member or volunteer

Avenues of Complaint

Complaints will be dealt with by the club President. Where appropriate, the President will consult with the Club Executive and/or any other affected members, volunteers or guests.

All situations in which the President has been named in a complaint will be dealt with directly by the Vice-President and the remainder of the Executive.

Right to Complain

Individuals have the right to complain about situations they believe to be discriminatory or harassing in nature.

This policy prohibits reprisals against members, volunteers and guests because they have complained or have provided information regarding a complaint. Alleged reprisals are subject to the same complaints procedures and penalties as complaints of discrimination.

Reporting a Complaint

Although individuals may first choose to make a verbal complaint, a written summary of the incident will be required.

Complaints should be reported as soon as possible. If the complaint is delayed beyond three months, the complainant should outline the reason for the delay in reporting the incident(s).

A letter of complaint should contain a brief account of the offensive incident(s), when it occurred, the person(s) involved and the names of witnesses, if any. The letter should be signed and dated by the complainant.

Investigation

Within seven (7) days of receiving a complaint, the President and/or the Vice-President must initiate the investigation process.

As soon as possible after receiving the complaint, the President or Vice-President will notify the individual(s) being named in the complaint. All individuals named in the complaint have a right to reply to the allegations against them.

Individuals named in the complaint as witnesses will be interviewed.

Settlement and Mediation

With the consent of the complainant and the respondent, the investigator may attempt to mediate a settlement of a complaint at any point prior to or during an investigation.

Every effort will be made to reach a settlement satisfactory to the complainant and the respondent.

Confidentiality

All individuals involved with a complaint must ensure the matter remains confidential.

The investigator will release information only on a need-to-know basis. Whenever possible, investigation reports are presented in a summary format without the names of witnesses.

Findings and Recommendations

Once the investigation is complete, the investigator will prepare a written report summarizing investigation findings.

Final Decision

The individual(s) who filed the complaint and those named in the complaint have the right to review and comment on the investigation findings with the President or the Vice-President.

Remedy

A response to a founded complaint could include remedial action ranging from:

- requiring the respondent to provide a verbal or written apology;
- giving a verbal or written reprimand
- Revocation of membership or be barred from participation in club activities

If the findings do not support the complaint, TRAILBLAZERS TANDEM CYCLING CLUB might:

- make a recommendation for training or better communications; or
- Recommend that no further action is necessary.

It may be that no action is taken against the respondent, but there might be a need for some leadership or systemic activity.

A person who is found to have made a frivolous or vexatious complaint may be subject to disciplinary action.

Timeframe

Complaints should be reported within three months of the incident. If the report is made after three months, an explanation of the delay should accompany the complaint.

Complaints will be dealt with in a timely manner.

Records

When remedial action requires discipline of a member, volunteer or guest, a record of the disciplinary action will be kept with the executive.

Ontario Human Rights Commission

This internal procedure is available to individuals to resolve complaints of discrimination. Parties also have recourse to the Ontario Human Rights Commission; however, once a grievance is filed with OHRC, the internal procedure is not an option.