

## **Accessibility**

The Therapeutic Riding Association of Ottawa-Carleton (TROtt) is committed to ensuring that every person — regardless of ability — has the same opportunity to access, participate in, and benefit from our programs, services, and facilities. We are dedicated to identifying, removing, and preventing barriers in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code.

## **Visiting TROtt**

TROtt operates its primary programming at 6362 Bank Street, Unit 1, Greely, Ontario K4P 1J4.

Our facility is a working equine environment. We encourage participants, families, and visitors who require specific accommodations to contact us in advance of their visit so that we can make appropriate arrangements.

## **Parking**

Accessible parking is available on-site. Please contact us if you require assistance upon arrival.

## **Facility Access**

Our barn and arena facilities are designed to support participants with a wide range of mobility needs. Mounting ramps and specialized equipment are available to assist riders. If you have specific access requirements, please inform our team when registering or scheduling your visit.

## **Service Animals**

Service animals are welcome at TROtt in all areas accessible to the public. Please note that our facility is a working equine environment. For the safety of all animals and participants, we ask that you notify us in advance if you will be accompanied by a service animal so that we can prepare accordingly. The owner or handler is responsible for the care, supervision, and behaviour of the service animal at all times.

## **Support Persons**

We welcome support persons accompanying a participant. Please indicate the presence of a support person when registering for a program or scheduling a visit so that we can accommodate everyone appropriately.

## **Scent-Free Environment**

To support the comfort and health of all participants, volunteers, and staff, TROtt encourages a scent-reduced environment. We ask that visitors refrain from wearing or using heavily scented products when visiting our facility.

## **Notice of Service Disruption**

In the event of a planned or unplanned disruption to our programs or facilities, TROtt will notify affected participants and volunteers as promptly as possible. Notifications will be sent by email and/or text to known affected individuals and will be posted on our website and communicated through our main phone lines:

- (613) 821-1844

- (613) 857-7019

Notices will include the nature of the disruption, its expected duration, and any available alternatives where applicable.

### **Accessible Formats and Communication Supports**

TROtt will provide documents and communications in accessible formats upon request, at no additional cost and within a reasonable timeframe. To request information in an alternate format, please contact us using the information below.

### **Website Accessibility**

We are committed to improving the accessibility of our website on an ongoing basis in accordance with the Integrated Accessibility Standards Regulation (IASR). If you encounter any content on this website that you are unable to access, please contact us and we will make every effort to provide the information in an accessible format.

### **Accessibility Feedback**

TROtt welcomes feedback on the accessibility of our programs, services, facilities, and website. Your input helps us to continuously improve.

To submit accessibility feedback, please contact us by:

Email: [exec\\_dir@ottawatherapeuticriding.ca](mailto:exec_dir@ottawatherapeuticriding.ca)

Phone: (613) 821-1844

Mail: Therapeutic Riding Association of Ottawa-Carleton  
6362 Bank Street, Unit 1  
Greely, Ontario K4P 1J4

All feedback will be acknowledged and reviewed. Where an individual requests a follow-up response, we will endeavour to respond within five (5) business days.

### **Accessibility Accountability**

To meet the requirements of the Accessibility for Ontarians with Disabilities Act, TROtt has adopted an Accessibility Policy and implements a multi-year Accessibility Plan.

Our governing documents are available below:

- Accessibility Policy – May 2026 (link PDF here)
- Statement of Commitment to Accessibility – May 2026 (link PDF here)
- Multi-Year Accessibility Plan 2025–26 (link PDF here)

These documents are updated on a regular basis and will be posted to this page when revised.

### **Do You Need This Information in Another Format?**

If you have a disability and would like any information provided by TROtt in a different format, please contact us. We will work with you to find the format that best meets your needs.

Email: [exec\\_dir@ottawatherapeuticriding.ca](mailto:exec_dir@ottawatherapeuticriding.ca)

Phone: (613) 821-1844

TROtt is proud to support the Accessibility for Ontarians with Disabilities Act (2005).