



## Oakville Soccer Club Accessibility Policy

This policy is intended to address the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and related Standards and regulations introduced under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.

### STATEMENT OF COMMITMENT

The Club is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

The Club is committed to meeting its current and ongoing obligations under the Human Rights Code respecting non-discrimination. The Club understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. The Club is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

### DEFINITIONS

**Assistive Device** – is a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities. An assistive device may be provided by the individual or may be provided by the Club in the form of lifts, ramps, wheelchair, audio and visual enhancements, etc.

**Barrier** – as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

**Disability** – as defined by the *Accessibility for Ontarians with Disabilities Act, 2005* and the Ontario Human Rights Code is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.



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**Guide Dog** as defined in Ontario Regulation 191/11 means a guide dog as defined in section 1 of the *Blind Persons' Rights Act*

**Mobility Aid** as defined in Ontario Regulation 191/11 means a device used to facilitate the transport, in a seated posture, of a person with a disability

**Service Animal** – As reflected in Ontario Regulation 191/11 – an animal is a service animal for a person with a disability if (a) it can be readily identified as one that is being used by the person for reasons relating to the person's disability as a result of visual indicators such as the vest or harness worn by the animal, or (b) the person provides documentation from the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- a member of the college of Audiologists and Speech-Language Pathologists of Ontario
- a member of the college of Chiropractors of Ontario
- a member of the college of Nurses of Ontario
- a member of the college of Occupational Therapists of Ontario
- a member of the college of Optometrists of Ontario
- a member of the college of Physicians and Surgeons of Ontario
- a member of the college of Physiotherapists of Ontario
- a member of the college of Psychologists of Ontario, or
- a member of the college of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

**Support Person** – As reflected in Ontario Regulation 191/11 – a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

### **APPLICATION OF POLICY**

This procedure covers the provision of goods provided by Club employees as well as by volunteers, agents or contractors (personnel) representing or performing any function on behalf of the Club

### **COMMUNICATION**

The Club is committed to meeting the communication needs of people with disabilities.

The Club will arrange for the provision of accessible communication formats and supports in a timely manner and in consultation with the person making the request. A general statement about the availability for accessible formats and supports has been posted in a conspicuous place on Club premises.

### **EMPLOYMENT**

The Club is committed to fair and accessible employment practices.

The Club will notify the public and staff that, when requested, it will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

The Club has a process for developing individual accommodation plans and return-to-work policies for



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employees that have been absent due to a disability.

The Club will ensure the accessibility needs of employees with disabilities are taken into account if the Club is using performance management, career development and redeployment processes.

### **PUBLIC SPACES**

The Club will ensure that any newly constructed service counters (if any) will be constructed in a way to ensure that there is at least one service counter that accommodates a mobility aid. The Club will ensure that, when constructing a new waiting area or redeveloping an existing waiting area, a minimum of three percent of the new seating is accessible for an individual using a mobility aid.

### **PROVISION OF GOODS, SERVICES AND FACILITIES**

The Club is committed to excellence in serving all clients, including persons with disabilities, and will carry out its functions and responsibilities by:

- communicating with persons with disabilities in a way that takes into account their disability.
- serving persons with disabilities who use assistive devices. The Club will provide its staff with training on how to use the assistive devices available on the Club premises.

Ensuring that persons with disabilities who are accompanied by a service animal(s) are permitted to enter the premises of the Club with the animal and to keep the animal with them, unless the animal is excluded by law from the premises.

Ensuring that persons with disabilities who are accompanied by a support person are permitted to enter the Club premises with their support person. At no time will persons with disabilities who are accompanied by their support person be prevented from having access to their support person while on Club premises.

### **ASSISTIVE DEVICES, SERVICE ANIMALS, SUPPORT PERSONS**

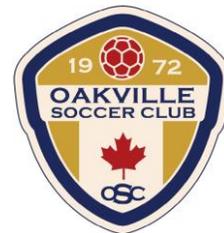
The Club shall recognize and accommodate persons requiring the use of assistive devices, service animals and support persons to access goods and services in accordance with applicable legislation, policy and procedures.

#### **ASSISTIVE DEVICES**

The use of assistive devices by individuals as required, in accessing services provided by the Club is recognized unless otherwise prohibited due to health and safety or privacy issues.

#### **SERVICE ANIMALS**

A person with disabilities may be accompanied by a guide dog or other service animal when on the Club premises and to keep the animal with him or her. In the event that a service animal is excluded from the premises by law, the appropriate personnel shall endeavour to make other provisions available, to enable the person with a disability to access the goods, services and facilities offered by the Club.



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### **SUPPORT PERSONS**

Persons with disabilities may enter the Club premises with a support person and have access to the support person while on the premises. The Club does not charge fees for support persons or if fees are charged for admission to the premises (i.e.:special events), the Club shall provide notice of the amount in advance. The Club may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

### **NOTICE OF TEMPORARY DISRUPTION**

The Club will notify the public in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notices will be posted at all public entrances and service counters of the Club, or communicated by such method as is reasonable in the circumstances.

### **TRAINING FOR STAFF**

The Club shall provide training to all staff, volunteers, agents/contractors and any other individuals who provide goods, services or facilities behalf of the Club. Training will be provided as soon as practicable after an individual commences his or her duties, shall be commensurate with the duties of the individual and will include:

- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11
- The Human Rights Code as it pertains to persons with disabilities
- 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
- How to use or access the equipment or devices, if applicable, which may be available on Club premises or otherwise that may help with the provision of goods or services to persons with disabilities (e.g.:TTY, Bell Relay, wheelchairs, pool lifts etc.);
- What to do if a person with a particular type of disability is having difficulty in accessing the Club's goods, services or facilities;
- The Club's policies, practices and procedures relating to accessibilities
- Training shall be provided in a timely manner and on an ongoing basis when changes are made to Club policies, practices and procedures governing the provision of goods or services to persons with disabilities.

The Club shall keep records of the training provided in accordance with Ontario Regulation 191/11.

### **FEEDBACK PROCESS**

The Club shall maintain a feedback form to enable members of the public to comment on the provision of



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services to people with disabilities including about its feedback process.

Such feedback shall be received in any form (i.e. in-person, by telephone (TTY), in writing, fax or in electronic format, including email), and such comments will be reviewed by the Club's Executive Director.

All questions and concerns received shall be acknowledged within a maximum of two days from the date of receipt. Response time to such submissions shall be dependent on the complexity of the issue, but shall not exceed 15 business days, unless there are extenuating circumstances that have been communicated to the submitter.

Accessible formats and communications supports are available upon request to ensure that the feedback process is accessible to persons with disabilities.

### **MAINTENANCE OF DOCUMENTS**

The Club will maintain documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person. The documents will include policies, practices and procedures with respect to the following:

- Use of support persons;
- Use of service animals;
- The steps to be taken in connection with a temporary disruption;
- The training policy, including a summary of the contents of the training and details of when the training is to be provided;
- Records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided;
- The feedback process.
- The Club will notify persons to whom it provides goods and services of its policies by posting the information at a conspicuous place on the Club premises, on the Club website or by such method as is reasonable in the circumstances.
- When required under this policy to give a copy of a document to a person with disabilities, the Club will provide the document or information in a format that takes into account the person's disabilities.

Please review the AODA Integrated Accessibility Standards Regulation and how the Human Rights Code pertains to persons with disabilities [here](#).