



# Etobicoke Youth Soccer Club

## Accessibility and AODA Policy

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More than 15% of Ontarians have a disability – that's more than 1 in every 7 people living in Ontario. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) seeks to remove barriers and achieve accessibility for persons with disabilities in a number of key areas.

Under the AODA, the Province of Ontario will implement five accessibility standards:

1. Customer Service
2. Transportation
3. Information and Communication
4. Employment
5. Built Environment

The Accessibility Standards for Customer Service, requires organizations in Ontario to meet certain requirements by January 1, 2012. AODA has been put in place to ensure accessibility for Ontarians with disabilities in an attempt to make Ontario more accessible by 2025.

### DEFINITIONS:

**"ASSISTIVE DEVICES"** – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ie: canes, crutches, wheelchairs, or hearing aids).

**"DISABILITIES"** – As per the Ontario Human Rights Code, disability means:

- i) 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 coordination, blindness or visual impairment, 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;
- ii) a condition of mental impairment or a developmental disability;
- iii) a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- iv) a mental disorder; or
- v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safe and Insurance Act, 1997; ("handicap").

**"PERSONS WITH DISABILITIES"** – Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code (noted above).

**"SERVICE ANIMALS"** – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

**"SUPPORT PERSONS"** – Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

## **PURPOSE**

The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the Accessibility for Ontarians with Disabilities Act, 2005, and to establish an Organizational policy for governing the provision of its goods and services to persons with disabilities.

## **Accessibility Standards**

### **PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES**

The Etobicoke Youth soccer Club is committed to serving all customers including people with disabilities.

### **ASSISTIVE DEVICES**

The Etobicoke Youth Soccer Club will ensure that staff are trained and familiar with various assistive devices that may be used by customers with disabilities/challenges while accessing the goods and services of our organization.

Etobicoke Youth Soccer provides the following:

- Wheelchair accessible facilities at all Etobicoke Youth Soccer Club held permit locations ;
- Wheelchair accessible public washrooms and change rooms at recreation facilities;
- Written documents/policies available in large print
- Ground level, ramp or elevator access to all gyms used for indoor programs
- Ground level access, wheelchair ramps or elevators at all facilities where general or team meetings are held
- Enlarged font available on website

### **COMMUNICATION**

The Etobicoke Youth Soccer Club will offer a variety of methods of communication and interact with people with disabilities in ways that take into consideration their disability and that preserves their independence and dignity.

### **SERVICE ANIMALS**

Service animals offer independence and security to many people with various disabilities. Etobicoke Youth Soccer welcomes people with disabilities and their service animals on the parts of our premises that are open to the public.

- Examples of service animals include:
- Dogs used by people who are blind;
- Hearing alert animals for people who are deaf, deafened or hard of hearing;
- Animals trained to alert an individual to an oncoming seizure and lead them to safety.

### **SUPPORT PEOPLE**

Support people assist people with disabilities in a variety of way, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may be a volunteer, friend, or relative who will assist and support the customer/member.

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises while accessing goods and services. Fees for support persons will be at the discretion of The Etobicoke Youth Soccer Club according to the event/activity or service. More information in this regard can be made available by contacting the Business Manager of Etobicoke Youth Soccer.

### **NOTICE OF TEMPORARY DISRUPTION**

In the event of a planned or unexpected disruption to services or facilities for customers/members with disabilities, such as an entranceway that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable, Etobicoke Youth Soccer will notify customers/members promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed in the front entrance of the Etobicoke Youth Soccer permit location and on the Etobicoke Youth Soccer website.

### **FEEDBACK**

Anyone who wishes to provide feedback on the way that Etobicoke Youth Soccer provides goods and services to people with disabilities can contact the Business Manager of Etobicoke Youth Soccer. All feedback will be directed to the Business Manager via letter, telephone, email or during an in-person meeting and this feedback will be immediately provided to all Board Members of Etobicoke Youth Soccer. Customers/members can expect to hear back within 5 days of the next Board Meeting.

### **PROVISION OF DOCUMENTATION**

Etobicoke Youth Soccer will upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service Policy to any person, in a format agreed upon by the parties.