ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

Accessibility, accommodation and inclusive participation

Policy ID: PUFC-AODA-001 | Owner: PUFC Board of Directors | Status: Draft for Board approval

Approval date: _____ Effective date: _____ Next review: _____

1. Purpose and commitment

Porcupine United Football Club (PUFC) is committed to identifying, preventing and removing barriers so people with disabilities can access and participate in club programs, services, facilities, communications and events with dignity, independence, integration and equal opportunity. PUFC will meet the accessibility requirements that apply to the club under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), applicable accessibility standards and the Ontario Human Rights Code.

2. Scope

This policy applies to PUFC players and prospective players, parents and guardians, coaches, team officials, Board members, volunteers, contractors, spectators and other people participating in or representing the club. It applies to registration, practices, games, tournaments, travel, meetings, fundraising, events, facilities, club communications and online spaces.

3. Accessibility principles

- Respect dignity, independence, integration and equal opportunity.
- Consider accessibility from the start when planning programs, events, communications and activities.
- Recognize physical, communication, sensory, intellectual, developmental, behavioural and other disability-related needs.
- Discuss accommodation requests respectfully and protect personal information.
- Seek practical solutions and review barriers and feedback to improve participation.

4. Accessible customer service

When providing services or facilities to the public, PUFC will communicate in a manner that takes a person's disability into account and make reasonable efforts to:

- Welcome people who use assistive devices, unless a legitimate safety or operational concern requires an alternative.
- Welcome support persons accompanying a person with a disability, subject to applicable safety, privacy and participation requirements.
- Welcome service animals in areas where the public or participants are normally permitted, subject to applicable law and lawful restrictions.
- Provide notice of temporary disruptions to facilities or services when required, including the reason, expected duration and available alternatives where possible.
- Offer an accessible way to provide feedback about accessibility and respond in a timely manner.

5. Communication and information

PUFC will communicate in ways that take a person's disability into account. Upon request, the club will consult with the person to provide or arrange accessible formats or communication supports, in a timely manner and at no additional cost, where required by the AODA. Club information should use clear language and readable layouts. Digital and printed communications should be made accessible where practicable.

6. Accommodation in soccer programs

PUFC will make reasonable efforts to understand and respond to individual accessibility needs. Possible supports may include:

- Adjustments to drills, activities, instructions, equipment or participation methods.
- Visual instructions, demonstrations, predictable routines, additional explanation or communication supports.
- Consideration of mobility, sensory, intellectual, developmental, behavioural or other disability-related needs.
- Reasonable flexibility for breaks, scheduling, event arrangements or participation where feasible.
- Discussion of support persons, adapted equipment or other practical modifications.

Requests should be raised with a coach, team manager or Board contact as early as practical, but may be made at any time. PUFC will discuss requests privately with the participant and, where appropriate, their parent or guardian. The club will consider needs, safety, dignity, privacy, activity requirements, competition rules, facility limitations and available resources. If a requested adjustment cannot reasonably be provided, practical alternatives will be explored. A participant will not be excluded solely because they disclosed a disability or requested accommodation.

7. Facilities, events and temporary barriers

When selecting or using facilities, PUFC will consider accessible routes, entrances, washrooms, changing arrangements, seating, parking, signage, sensory environment and needs brought to the club's attention. Where a venue is controlled by a municipality, school, tournament host or other provider, PUFC will communicate known accessibility needs and seek reasonable arrangements. PUFC will not promise that a third-party facility is fully accessible where it does not control the facility.

8. Volunteers, officials and training

PUFC will share this policy with relevant Board members, coaches, team personnel and volunteers. The club will provide accessibility training required by the AODA to employees and volunteers, as applicable to their duties, including training on the Ontario Human Rights Code and accessible customer service. Training will be provided as soon as practicable and when relevant requirements or duties change. PUFC will retain training records where required.

9. Feedback, concerns and complaints

A participant, parent/guardian, volunteer or member of the public may raise an accessibility concern or request accommodation through the club's official email, a Board member, team manager or coach. If the concern involves that person, it may be raised with another Board member. PUFC will:

- Listen respectfully and clarify the barrier or requested support.
- Keep personal and disability-related information confidential and share it only where necessary.
- Consider reasonable options and explain next steps or any limitation.
- Respond in a timely manner and use feedback to improve club practices.
- Address discrimination, harassment or retaliation under applicable PUFC policies and complaint procedures.

10. Employment and volunteer opportunities

Where PUFC has employees, it will meet the AODA employment standards and Ontario Human Rights Code duties that apply to its size and circumstances, including accessible recruitment, workplace information and accommodation processes where required. Volunteers will be given reasonable information and support to perform assigned roles safely and accessibly.

11. Responsibilities

- Board of Directors: approve and review this policy, assign responsibility, support accessibility improvements and assess applicable AODA obligations.
- Coaches and team personnel: communicate respectfully, consider individual needs, follow agreed accommodations and raise barriers or safety concerns.
- Volunteers and officials: follow this policy and applicable accessibility procedures.
- Participants and families: communicate accommodation needs where possible and work collaboratively on practical arrangements.

12. Review and related policies

The Board will review this policy at least annually and when applicable laws, governing-body requirements or club practices change. Read with PUFC's Accessibility, Equity & Inclusion Policy, Safe Sport & Child Protection Policy, Code of Conduct, Youth Travel Policy and relevant facility and event procedures.

13. Acknowledgement and Board approval

I acknowledge that I have received or reviewed this policy and understand my responsibility to follow the accessibility practices relevant to my PUFC role.

Name: _____ Role: _____

Signature: _____ Date: _____

Board approval date: _____ Motion / resolution #: _____

AODA compliance note for the Board

AODA obligations depend on PUFC's legal status, whether it has employees in Ontario, and its employee count. Ontario guidance states that non-profit organizations with fewer than 20 employees must create accessibility policies and train employees and volunteers on applicable accessibility requirements. Organizations with 20 or more employees have additional reporting obligations; organizations with 50 or more employees must document and publicly make policies available and maintain a written multi-year accessibility plan. Volunteers are not counted as employees for the employee threshold, but services delivered by volunteers on PUFC's behalf must still meet applicable accessibility requirements. Confirm PUFC's employee count and reporting category before treating this policy as a complete compliance assessment.

This is a Board-adoption draft, not legal advice or certification of AODA compliance. Verify current requirements and deadlines with Ontario's Ministry for Seniors and Accessibility.