ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

GENERAL

• The Accessibility for Ontarians with Disabilities Act (AODA), 2005, sets a goal of an Accessible Ontario by 2025.

•Oakridge Soccer Club (Oakridge SC) always strives to provide its services in a way that respects the dignity and independence of people with disabilities. Oakridge SC is also committed to giving people with disabilities the same opportunity to access our programs by allowing them to benefit from the same services, in the same place and in a similar way as other customers.

POLICY

Oakridge SC is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

- Communication – The establishment of policies, procedures and practices of programs and services from Oakridge SC to persons with disabilities
- The use of Service Animals, Support Persons and Assistive Devices by Persons with Disabilities
- Notice of Temporary Disruptions in Services and Facilities
- Staff Training
- Oakridge SC will ensure every member of the Organization receives equitable services and accessibility with regards to participation and facilities.

COMMUNICATION

- Oakridge SC will communicate with people with disabilities in ways that take into consideration their disabilities. Staff will be trained on how to interact and communicate with people with various types of disabilities.
- We will offer to communicate with customers by another method, such as email, if telephone communication is not suitable to their communication needs or is not available.

- Members will be offered alternative communication formats that will meet their needs in a practical manner. They will be offered in ways that fully maintain independence, dignity and equality.
- Information and documents will be available to customers in alternative formats to meet their needs.

ASSISTIVE DEVICES

- Assistive devices will be permitted and may be used by persons with disabilities when participating or benefitting from services pertaining to the Oakridge SC.
- Assistive devices may not be permitted if the use of the device poses risk to the health and safety of the person using the device or to others using the programs and services of the organization.

SERVICE ANIMALS AND SUPPORT PERSONS

- Oakridge SC is committed to welcoming people with disabilities who are accompanied by a service animal and/or a support person.
- Service Animals will be permitted entry for use by persons with disabilities in all areas except for those prohibited by law such as where food is being prepared, stored or sold.
- Oakridge SC will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- Support persons for people with disabilities are allowed on/in Oakridge SC facilities. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

NOTICE OF TEMPORARY DISRUPTION

- In the event of a planned or unexpected disruption in the facilities and services of Oakridge SC a notice will be delivered in mass forms of communication which will include all available information concerning the disruption: reason, duration, alternate services and facilities available, as

well as any other appropriate measures needed to be delivered to those affected.

TRAINING FOR STAFF

- Oakridge SC will provide appropriate training to all volunteers who are involved in the development and approvals of policies, practices and procedures.
- On-going training will be available for all existing staff and volunteers where applicable in order to stay abreast of all segments of the AODA as they change and/or develop.
- Training will be provided online and as needed.

FEEDBACK PROCESS

- Oakridge SC is committed to meeting and surpassing the unique needs and expectations of its members with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and greatly appreciated.
- Feedback regarding policies, practices and procedures concerning goods and services provided to persons with disabilities can be made by email, phone, in person or by mail. All feedback should be directed to Club President.

NOTICE OF AVAILABILITY OF DOCUMENTS

- Oakridge SC is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.
- Practices and procedures will be put in place to evaluate the necessary formats to provide documents, before execution of the formats. These formats will be communicated accordingly to the persons with disabilities by the organization and in ways that promote dignity and independence.