



West Ottawa Soccer Club Accessibility for Ontarians with Disabilities Act Policy

Providing Goods and Services to People with Disabilities

DEFINITIONS

1. The following terms have these meanings in this policy:

- a) **“Assistive Devices”** – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ie: canes, crutches, wheelchairs, or hearing aids).
- b) **“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”)
- c) **“Employees”** – Every person who deals with members of the public or other third parties on behalf of [insert name of WOSC], whether the person does so as an employee, agent, volunteer or otherwise.
- d) **WOSC – West Ottawa Soccer Club**
- e) **“Persons with Disabilities”** – Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code (noted above).
- f) **“Service Animals”** – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- g) **“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

2. 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.

SCOPE AND APPLICATION

3. This policy shall apply to every person who deals with members of the public or other third parties on behalf of the WOSC whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy may result in disciplinary action up to and including termination.

COMMITMENT

4. The WOSC is committed to excellence in serving all customers/members including people with disabilities. As such, the WOSC will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

1. The good or services will be provided in a manner that that respects the dignity and independence of persons with disabilities.
2. The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
3. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
4. Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services, in so much as they abide by the FIFA laws of the game.
5. When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person's disability.

PRACTICES AND PROCEDURES

5. To implement this Policy, the WOSC shall establish, evaluate and revise the practices and procedures noted below, as required on providing goods and/or services to persons with disabilities, while following these four core principles:

1. Dignity
2. Independence
3. Integration
4. Equal Opportunity

Assistive Devices

6. The WOSC will ensure that staff is trained and familiar with various assistive devices that may be used by customers/members with disabilities while accessing our goods or services. Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.