



GEORGETOWN SOCCER CLUB ACCESSIBILITY STANDARDS POLICY INTRODUCTION

Georgetown Soccer Club (GSC) is committed to taking all reasonable steps to promote and support accessibility to our services by all members of our club. By training and informing our Staff, Board/Executive Members and volunteers, GSC will be able to provide accessible customer service to people with various kinds of disabilities.

SCOPE OF POLICY

GSC working environment and its soccer facility environment will operate free from discrimination against those with disabilities as prohibited by the Accessibility for Ontarians with Disabilities Act, 2005. GSC always strives to provide its services in a way that respects the dignity and independence of people with disabilities. GSC is also committed to giving people with disabilities the same opportunity to access our services by allowing them to benefit from the same services, in the same place and in a comparable way as other employees, members and volunteers. 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 several key areas. GSC is committed to excellence in serving all our members including people with disabilities and we will carry out our functions and responsibilities in the following areas:

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

DEFINITIONS

1. **“ASSISTIVE DEVICES”** – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ie: canes, crutches, wheelchairs, or hearing aids).
2. **“DISABILITIES”** – As per the Ontario Human Rights Code, disability means:
 - 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;
- 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 Safe and Insurance Act, 1997; (“handicap”).

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

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

5. **“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 SERVICES TO PEOPLE WITH DISABILITIES

The Georgetown Soccer Club is committed to serving all customers including people with disabilities. 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 to make Ontario more accessible by 2025.

ASSISTIVE DEVICES

GSC 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. GSC will make reasonable efforts to ensure that our rented facilities, including but not limited to Trafalgar Sports Park and Cedarvale, provide the following:

- Wheelchair accessible facilities at all GSC held permit locations,
- Wheelchair accessible public washrooms at recreation facilities,
- Written documents/policies available in large print (when requested),
- 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

GSC 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. GSC 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 GSC according to the event/activity or service. More information in this regard can be made available by contacting the Administrator of Georgetown Soccer Club.

COACHING ATHLETES WITH DISABILITIES

Many coaches who have never worked with athletes with a disability feel that to be effective, they need highly specialized skills, knowledge, or training. This is a misconception. In fact, most coaches who work with athletes with a disability soon discover that coaching these participants is fundamentally no different than coaching any other athlete. The challenge is to truly understand the person, to focus on their abilities, and to see what they can achieve. The downloadable manual is a coach's guide to help coaching athletes with disabilities which can be found at the link below.

[GSC Guide to Coaching Athletes with Disabilities](#)

Supporting Youth Athletes who are Deaf and Hard of Hearing in a Mainstream Setting.

The full Coaches Resource Guide is downloadable from the link below.

[Coaches Resource Guide](#)

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, GSC 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 GSC permit location and on the GSC website.

FEEDBACK

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

PROVISION OF DOCUMENTATION

GSC 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. This document will be reviewed on an annual basis and will be updated as required. Where there are any discrepancies between this document and the OS Document, the OS Document will take precedence.