



ST. JUDE'S FOOTBALL CLUB

Accessibility Policy

Accessibility for Ontarians with Disabilities (AODA)

St. Jude's FC (SJFC) is committed to providing services in a manner that, as much as reasonably possible, respects an individual's dignity, independence, integration, and equality of opportunity, including those with disabilities. In its ongoing efforts to strive for accessibility, the club endorses the *Accessibility for Ontarians with Disabilities Act, 2005* and the regulations supporting this Act.

SJFC has policies in place to:

- establish and implement practices and procedures with the goal of excellent customer service for all, and
- break down barriers and increase accessibility for persons with disabilities in the areas of information and communications and employment.

Accessibility Plan

SJFC will develop, maintain and document an Accessibility Plan. It will be reviewed and updated every five years and will be posted on the company website. SJFC will provide a copy of the Accessibility Plan in an accessible format if requested.

Statement of Commitment

SJFC is committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity and are committed to meeting the needs of people with disabilities in a timely manner, and will do so by meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

Accessible Emergency Information

SJFC is committed to provide customers with publicly available emergency information in an accessible way upon request as soon as practicable after SJFC becomes aware of the request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

SJFC will provide training to employees, volunteers, persons who participate in the development of policies and all other persons who service or facilitate on behalf of the club on Ontario's *Integrated Accessibility Standards Regulations* and on the *Human Rights Code* as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other persons.

As required by Ontario Regulation 429/07, the following individuals will receive training on a number of topics as outlined in the regulation:

- Staff, volunteers, agents/contractors, and any other individuals who participate in the development of SJFC policies, practices, and procedures governing the provision of services
- Staff, volunteers, agents/contractors, and any other individuals who interact with SJFC parents, the public, or other third parties on behalf of SJFC.

The amount and format of training will depend on the person's interactions with SJFC parents and the public.

Training will include the following topics:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of Ontario Regulation 429/07
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device, service animal or support person
- How to use the equipment or assistive devices available on SJFC premises
- What action to take if a person with a disability is having difficulty accessing SJFC services
- SJFC policies, practices and procedures governing the provision of services to people with disabilities

Training will be provided as soon as practicable upon an individual being assigned the applicable duties as well as on an ongoing basis as changes occur to SJFC policies, procedures and practices governing the provision of services to persons with disabilities.

As required by Ontario Regulation 429/07, SJFC will keep records of the training provided.

Policy Statement

SJFC is committed to providing accessible customer service to people with disabilities, consistent with the *Accessibility for Ontarians with Disabilities Act (AODA)* and Ontario Regulation 429/07 – Accessibility Standard for Customer Service.

Provision of Services

The provision of a high quality experience is an important hallmark of SJFC. To this end, SJFC will enforce all reasonable efforts to ensure that:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The services provided to persons with disabilities are integrated with the provision to others unless an alternate measure is necessary to allow a person with a disability to benefit from the service. The alternative measure may be temporary or permanent.
- Communication with a person with a disability is conducted in a manner that takes into account his or her disability.
- People with disabilities may use assistive devices, service animals, and support persons as is necessary to access SJFC services. If a service animal is excluded either by law or by reasonable safety concerns from an area, other measures will be made available for the person with a disability to access the services.

"Assistive devices" in this policy is defined as a technical aid, communication device, or medical aid modified or customized, that is used to increase, maintain, or improve the functional abilities of people with disabilities.

Persons with disabilities may use assistive devices as required in accessing services provided by SJFC, unless otherwise prohibited by law

“Support person” in this policy is defined as another person who accompanies a person with a disability to help him or her with communication, mobility, personal care, medical needs or with access to services.

- Persons with disabilities are allowed to be accompanied by their support person when accessing services provided by SJFC.
- Support persons are required to undergo a Vulnerable Sector Screening Check if such a check would be applicable to other persons in similar circumstances.
- A fee may be charged for the support person, but only to the extent of incremental costs incurred by SJFC for the support person. When applicable, advance notice of the fee will be made available.
- SJFC may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will only occur after consultation with the person with a disability, and/or their parent/guardian, and when it is the only reasonable means to allow the person with a disability to access SJFC services.

“Service animal” in this policy is defined as an animal which accompanies a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person provides a letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability.

- Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them when accessing services provided by SJFC. Exceptions are where the service animal is either prohibited by law or excluded due to reasonable safety concerns.
- In the event that a service animal is prohibited from an area, where possible, SJFC will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from SJFC services.
- It is the responsibility of the person using the service animal to ensure that the service animal is kept in control at all times.

Service Disruptions

In the event of a planned service disruption to facilities, services or systems that are relied on by people with disabilities to access SJFC services, notice of the disruption shall be provided in advance.

Notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities, services or systems that may be available.

Notice may be given by posting the information in a conspicuous place on the premises, and/or by posting on the SJFC website or by such other method as is reasonable under the circumstances.

In the event of an unexpected disruption, notice will be provided as soon as possible.

Contact us if you are visiting us and require accommodation, if you would like information in an accessible format or if you have questions or comments about our accessibility plans, policies and practices.

For more information, please contact:
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