



Accessibility for Ontarians with Disabilities Act Policy

As enacted by the Ontario government AODA has been put in place to ensure accessibility for Ontarians with disabilities, in an attempt to make Ontario more accessible by 2025.

PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Saltfleet Stoney Creek Soccer Club is committed to serving all customers including persons with disabilities/challenges.

Assistive Devices

The Saltfleet Stoney Creek Soccer Club will ensure that staffs 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.

Communication

The Saltfleet Stoney Creek Soccer Club will communicate with persons with disabilities/challenges in ways that take into consideration their disability/challenge and that preserves their independence and dignity.

Service Animals

The Saltfleet Stoney Creek Soccer Club welcomes persons with disabilities/challenges and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

Fees for support persons will be at the discretion of Saltfleet Stoney Creek Soccer Club according to the event/activity or service. More information in this regard can be made available by Saltfleet Stoney Creek Soccer Club prior to the event/activity.

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NOTIFICATION OF TEMPORARY DISRUPTION

In the event of a planned or unexpected disruption to Saltfleet Stoney Creek Soccer Club services or facilities for customers with disabilities, Saltfleet Stoney Creek Soccer Club will notify customers promptly. A clearly posted notice will include:

- Disruption type
- Reason for the disruption
- Anticipated length of time to resolve
- Description of alternative facilities or services, if available.

The notice of temporary disruptions will be posted to:

- Club/District website: www.saltfleetstoneycreeksoc.org
- Email notification: email
- Building or field location: Office Club House and field Location

For further information please contact:

Cathy McHugh, Office Administrator, Saltfleet Stoney Creek Soccer Club
905-643-0504
info@saltfleetstoneycreeksoc.org

TRAINING FOR STAFF

AODA Accessible Customer Service - Training

There will be mandatory Accessible Customer Service Training for all staff and volunteers of Saltfleet Stoney Creek Soccer Club, in line with government recommendations for AODA. The Saltfleet Stoney Creek Soccer Club will provide training to employees, volunteers and any other person within the organization directly dealing with the public or other third parties on behalf of the organization.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Customer Service Standard.
- All elements of Saltfleet Stoney Creek Soccer Club's AODA plan (policy, procedures, feedback/inquiry process and training material)
- Information concerning how to interact and communicate with people with various types of disabilities
- Information concerning how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- Any other material felt appropriate in education concerning accessibilities.

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Staff will also be training when changes are made to any part of Saltfleet Stoney Creek Soccer Club plan.

All training of employees, staff, volunteers and others will be logged to record completed training of AODA plan and accompanying material.

FEEDBACK/INQUIRY PROCESS

Customers who wish to provide feedback concerning the goods and services provided to them by Saltfleet Stoney Creek Soccer Club can do so in the following ways:

- Email to: President Saltfleet Soccer Club, president@saltfleetstoneycreeksc.ca
- Mailed to: 565 Seaman Street, Stoney Creek, ON L8E 5Z5, Attention: President

All feedback should be directed to the President, Saltfleet Stoney Creek Soccer Club

Customers can expect to hear back from their feedback (if response is necessary) in: seven business days

Complaints will be addressed according to Saltfleet Stoney Creek Soccer Club's regular complaint management procedures.

Modifications to Policies

Any policy of Saltfleet Stoney Creek Soccer Club that does not respect and promote the dignity and independence of persons with disabilities/challenges will be modified or removed accordingly.

Availability of Documents

Documents pertaining to The Saltfleet Stoney Creek Soccer Club's Accessibility of Ontarian with Disabilities Act plan will be made available upon request in appropriate formats.

Date Revised: January 2017