



Accessibility for Ontarians with Disabilities Policy

Purpose

The Accessibility for Ontarians with Disabilities Act, 2005 (the AODA) is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

Under the AODA, Ontario Regulation 429/07 entitled “Accessibility Standards of Customer Service” establishes accessibility standards specific to customer service and the provision of goods and services to the public.

FC Durham Academy (FCD) is required to meet the requirements of accessibility standards established by the AODA. This policy applies to all FCD staff, volunteers and similar parties who deal with the public.

Policy Statement

FCD strives to provide goods and services in a way that respects the dignity and independence of people with disabilities and will use reasonable efforts to ensure its policies, practices and procedures are consistent with the spirit and requirements of the Accessibility Standards for Customer Service.

Assistive Devices

A person with a disability may provide their own assistive device for the purpose of obtaining, using and benefitting from the FCD goods and services that are made available for the public. For On-field play: FCD will take into account if the assistive devices will pose any risk to the safety of others and devices meet FIFA/Canada Soccer/Ontario Soccer regulations.

Service Animals

FCD is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. For On-field play: FCD will take into account if the service animal will pose any risk to the safety of others and meets FIFA/Canada Soccer/Ontario Soccer regulations.

Communication with Persons with Disabilities

When communicating with a person with a disability, FCD will do so in a manner that takes into account the person's disability.

Support Persons

FCD is committed to welcoming people with disabilities who are accompanied by a support person. 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 participating in our programming. In the event a fee is charged in relation to a support person's presence in the FCD programs or to attend an FCD -sponsored event, advanced notice of the fee will be provided. FCD should make every attempt to allow access to the support persons free of charge unless they will be actively participating in the program.

Notice of Temporary Disruption

FCD will make reasonable efforts to provide notice in the event of a planned or unexpected disruption in the facilities or services where they have control over such facilities or services. This notice will include information about the reasons for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. FCD will provide notice by posting information in visible places on our premises or on the FCD web site, or by any other method that may be reasonable under the circumstances.

Training for Staff

FCD will provide training to all employees, volunteers and others who deal with the public on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Training will be provided as

soon as practicable after an individual assumes responsibilities related to the public and will include the following:

- The purposes of the AODA and the requirements of the Accessibility Standards for Customer Service
- Information regarding the FCD policies, practices and procedures relating to the customer service standards
- How to interact and communicate with people with various types of disabilities
- What to do if a person with a particular type of disability is having difficulty accessing your goods or services
- 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 that may be available at FCD

The amount and format of training will be tailored to suit each person's interactions with the public or his/her involvement in the development of policies, practices and procedures pertaining to the provision of goods or services. Staff will also be trained on an ongoing basis when changes are made to these policies, practices or procedures.