



## Accessibility (AODA) Policy

Force Soccer Academy strives to provide its goods and services in a way that respects the independence, integrity, and dignity of people with disabilities. The Club is aligned with and implements Ontario Soccer's Accessibility for Ontarians with Disability Act Policy.

This policy shall apply to every person (staff, volunteers, members, etc.) who deals with members or other third parties on behalf of Force Soccer Academy. Failure to comply with this policy and operational procedures may result in disciplinary action.

**Force Soccer Academy will carry out our functions and responsibilities in the following areas:**

**a) Assistive Devices**

- FSA will ensure that all staff are familiar with and trained in various assistive devices that may be used by their members.

**b) Service Animals**

- FSA welcomes members with disabilities/challenges and their service animals. Service animals are permitted on the grounds of the Club. In any case where the service animal may be restricted due to conflicting obligations, FSA will determine the most appropriate accommodation.

**c) Communication**

- FSA will communicate with persons with disabilities/challenges in ways that consider their disability/challenge, and that preserve their independence.

**d) Support Persons**

- Members with disabilities/challenges who are accompanied by a support person are allowed to have that person accompany them on the premises. Fees for the support person(s) are at the discretion of FSA, based on the program/activity/event, or service.

**e) Understanding Disability and the AODA, 2005**

- The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, which applies to both the public and private sector is Provincial Legislation to develop, implement and enforce mandatory accessibility standards to comply with such standards for accessibility with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by 2025. Ontario Regulation 429/07 "Accessibility Standards for Customer Service" states that organizations in Ontario must comply with the standards and provide their goods and services in accessible ways to people with disabilities.

This Policy exists to achieve service excellence for customers with disabilities. If there are any questions/concerns about this Policy, or if the purpose of the Policy is not understood, an explanation should be provided by Force Soccer Academy. For more information, please visit the following resources:

- [Ontario Soccer Accessibility for Ontarians with Disabilities Act](#)
- [Ontario Human Rights Commission \(Disability and Human Rights\)](#)