



THE INTERNATIONAL SOCCER CLUB

In Mississauga

AODA Policy Statement

International Soccer Club is committed to providing all programs, services, and activities in a manner that respects the dignity, independence, integration, and equal opportunity of individuals with disabilities.

We follow and implement Ontario Soccer's Accessibility for Ontarians with Disabilities Act (AODA) Policy, and we are dedicated to meeting the accessibility needs of people with disabilities in a timely and proactive manner.

This policy applies to all staff, volunteers, contractors, and any individuals who interact with members of the public or third parties on behalf of the International Soccer Club.

Purpose

This policy outlines International Soccer Club's commitment to accessibility in accordance with the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** and **Ontario Regulation 429/07: Accessibility Standards for Customer Service**.

Non-compliance with this policy and related procedures may result in disciplinary action, including potential removal from duties or roles.

Our Commitment in Key Areas

Assistive Devices

We ensure that our staff and volunteers are trained and familiar with assistive devices that may be used by members or visitors with disabilities while accessing our programs and services.

Service Animals

We welcome individuals with disabilities and their service animals. Service animals are permitted on International Soccer Club premises, unless otherwise prohibited by law. In cases of restriction, we will work to provide alternative ways to access our services.

Support Persons

Individuals with disabilities who are accompanied by a support person will be allowed to have that person accompany them on the premises. Any applicable fees for support persons will be determined based on the nature of the event, program, or service and may be waived at the Club's discretion.

Communication

International Soccer Club is committed to communicating with individuals with disabilities in ways that consider their disability and support their independence. Upon request, we will provide accessible

formats and communication support where possible.

Understanding Disability and the AODA

More than 15% of Ontarians live with a disability. The **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** is provincial legislation aimed at identifying, removing, and preventing barriers in key areas of daily life.

Under the AODA, five accessibility standards are being implemented across Ontario:

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

The **Customer Service Standard** came into effect on January 1, 2012, and all organizations in Ontario, including sports clubs, must comply by offering accessible services to people with disabilities.

All Abilities Soccer

Our club is committed to supporting inclusive soccer for players with disabilities in alignment with Ontario Soccer's recognition of all six disability formats.

We encourage participation at all levels and support access to local programs. Members seeking opportunities should contact their District Association. Further information is available [here](#).

Training and Compliance

By law, all staff, volunteers, and contractors at International Soccer Club are required to complete accessibility training. This training covers how to interact with and provide services to individuals with various types of disabilities, as well as an overview of the AODA and the Customer Service Standard.

Training will be provided as part of onboarding and refreshed as necessary when policies or procedures are updated.

Feedback Process

International Soccer Club encourages and values feedback on how we provide programs and services to individuals with disabilities. Feedback can be provided:

- In person
- By phone
- By email
- In accessible formats, upon request

We are committed to responding to feedback promptly and respectfully.

For more information please visit the following resources:

[OSA All Abilities Soccer](#)

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Ontario Human Rights Commission \(Disability and Human Rights\)](#)