



ACCESSIBILITY AND INCLUSION POLICY

Since the Club's inauguration in 2007, the mission, vision and values of the Club has been focused on offering equal, safe and enjoyable opportunity for all members of our community regardless of their age, ethnic, gender, religion, skill level or physical or financial ability to play soccer. ISC's guiding philosophy is to use the sport of soccer as a tool to teach our younger generation that we are more similar than different and instill in them how to appreciate our differences and respect our values.

- The objective of this policy is to ensure that everyone is treated fairly and with respect and that the International Soccer Club (ISC) is equally accessible and inclusive to all members of our community.
- ISC commitment is to confront and eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, color, religion or belief, ability or by physical or financial disability and to encourage equal opportunities.
- The International Soccer Club officers, officials and members are not to discriminate, or in any way treat anyone less favorably, on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, color, religion or belief, ability or disability.
- ISC will not tolerate harassment, bullying, abuse or victimization of an individual, which for the purposes of this policy and the actions and sanction applicable is regarded as discrimination. This includes sexual or racially based harassment or any other discriminatory behavior, whether physical or verbal. Any member, official or officer of the Club who believes they have experienced any form of discrimination are asking to complete the Incident Report Form as soon as possible and follow the reporting procedure outlined in the Club's Incident Report Policy.
- ISC is committed to a policy of equal treatment of all members and requires all members to abide and adhere to these policies and the requirements of the Declaration of Expectations for Fairness in Sport (the London Declaration) 2001, Canadian Human Rights Act 1985 and Employment Equity Act 1995 as well as any amendments to these acts and any new legislation.

Accessibility Compliance (AODA)

ISC is committed to compliance with the [*Accessibility for Ontarians with Disabilities Act \(AODA\)*](#) and will:

- Provide services that are accessible to individuals with disabilities.
- Identify and remove barriers in communication, facilities, and program delivery.
- Ensure accessible communication formats and supports are available upon request.
- Recognize and accommodate service animals and support persons.
- Provide accessibility training to staff, coaches, and volunteers.



Financial Challenges

ISC supports low income families and works with Canada Jump Start and Tim Funds.

Physical and Mental Disabilities

ISC recognizes the importance of supporting athletes with disabilities. ISC is committed to continue developing inclusive offerings.

Inclusion

- The aim of this policy is to ensure that everyone is treated fairly and with respect and that the International Soccer Club is equally accessible and inclusive to all. The International Soccer Club is responsible for setting standards and values to apply throughout the Club at all levels of play. Our commitment as a community organization and soccer club is to confront and eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability and to encourage equal opportunities.
- The International Soccer Club, officers, officials and members are not to discriminate, or in any way treat anyone less favourably, on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability. ISC will not tolerate harassment, bullying, abuse or victimization of an individual, which for the purposes of this policy and the actions and sanction applicable is regarded as discrimination. This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal. Any member, official or officer of the Club who believes they have experienced any form of discrimination are asking to complete a Serious Occurrence Report Form as soon as possible and follow the reporting procedure outlined in the Club's Serious Occurrence Policy.
- The International Soccer Club is committed to a policy of equal treatment of all members and requires all members to abide and adhere to these policies and the requirements of the Declaration of Expectations for Fairness in Sport (the London Declaration) 2001, Canadian Human Rights Act 1985 and Employment Equity Act 1995 as well as any amendments to these acts and any new legislation.
- The Accessibility & Inclusion Policy is included as part of the orientation training for all ISC staff.

Accessibility

This policy is intended to address the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and related Standards and regulations introduced under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.



STATEMENT OF COMMITMENT: The Club is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by

preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

The Club is committed to meeting its current and ongoing obligations under the Human Rights Code respecting non-discrimination. The Club understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other

DEFINITIONS

Barrier

As defined by the Accessibility for Ontarians with Disabilities Act, 2005, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Disability

As defined by the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code is:

any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

a condition of mental impairment or a developmental disability,

a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

a mental disorder, or

an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog as defined in Ontario Regulation 191/11 means a guide dog as defined in section 1 of the Blind Persons’ Rights Act



Mobility Aid as defined in Ontario Regulation 191/11 means a device used to facilitate the transport, in a seated posture, of a person with a disability

Service Animal – As reflected in Ontario Regulation 191/11 – an animal is a service animal for a person with a disability if (a) it can be readily identified as one that is being used by the person for reasons relating to the person’s disability as a result of visual indicators such as the vest or harness worn by the animal, or (b) the person provides documentation from the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

- a member of the college of Audiologists and Speech-Language Pathologists of Ontario
- a member of the college of Chiropractors of Ontario
- a member of the college of Nurses of Ontario
- a member of the college of Occupational Therapists of Ontario
- a member of the college of Optometrists of Ontario
- a member of the college of Physicians and Surgeons of Ontario
- a member of the college of Physiotherapists of Ontario
- a member of the college of Psychologists of Ontario, or
- a member of the college of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Support Person – As reflected in Ontario Regulation 191/11 – a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

APPLICATION OF POLICY

This procedure covers the provision of goods provided by Club employees as well as by volunteers, agents or contractors (personnel) representing or performing any function on behalf of the Club

COMMUNICATION

The Club is committed to meeting the communication needs of people with disabilities.

The Club will arrange for the provision of accessible communication formats and support in a timely manner and in consultation with the person making the request. A general statement about the availability for accessible formats and supports has been posted in a conspicuous place on Club premises.



EMPLOYMENT

The Club is committed to fair and accessible employment practices.

The Club will notify the public and staff that, when requested, it will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

The Club has a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

The Club will ensure the accessibility needs of employees with disabilities are taken into account if the Club is using performance management, career development and redeployment processes.

PUBLIC SPACES

The Club will ensure that any newly constructed service counters (if any) will be constructed in a way to ensure that there is at least one service counter that accommodates a mobility aid. The Club will ensure that, when constructing a new waiting area or redeveloping an existing waiting area, a minimum of three percent of the new seating is accessible for an individual using a mobility aid.

PROVISION OF GOODS, SERVICES AND FACILITIES

The Club is committed to excellence in serving all clients, including persons with disabilities, and will carry out its functions and responsibilities by:

- communicating with persons with disabilities in a way that takes into account their disability.
- serving persons with disabilities who use assistive devices. The Club will provide its staff with training on how to use the assistive devices available on the Club premises.

Ensuring that persons with disabilities who are accompanied by a service animal(s) are permitted to enter the premises of the Club with the animal and to keep the animal with them, unless the animal is excluded by law from the premises.

Ensuring that persons with disabilities who are accompanied by a support person are permitted to enter the Club premises with their support person. At no time will persons with disabilities who are accompanied by their support person be prevented from having access to their support person while on Club premises.

ASSISTIVE DEVICES, SERVICE ANIMALS, SUPPORT PERSONS

The Club shall recognize and accommodate persons requiring the use of assistive devices, service animals and support persons to access goods and services in accordance with applicable legislation, policy and procedures.



ASSISTIVE DEVICES

The use of assistive devices by individuals as required, in accessing services provided by the Club is recognized unless other use is prohibited due to health and safety or privacy issues.

SERVICE ANIMALS

A person with disabilities may be accompanied by a guide dog or other service animal when on the Club premises and to keep the animal with him or her. In the event that a service animal is excluded from the premises by law, the appropriate personnel shall endeavour to make other provisions available, to enable the person with a disability to access the goods, services and facilities offered by the Club.

SUPPORT PERSONS

Persons with disabilities may enter the Club premises with a support person and have access to the support person while on the premises. The Club does not charge fees for support persons or if fees are charged for admission to the premises (i.e.: special events), the Club shall provide notice of the amount in advance. The Club may require persons with disabilities to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health and safety of the person with disabilities or the health or safety of others on the premises.

NOTICE OF TEMPORARY DISRUPTION

The Club will notify the public in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notices will be posted at all public entrances and service counters of the Club, or communicated by such a method as is reasonable in the circumstances.

TRAINING FOR STAFF

The Club shall provide training to all staff, volunteers, agents/contractors and any other individuals who provide goods, services or facilities behalf of the Club. Training will be provided as soon as practicable after an individual commences his or her duties, shall be commensurate with the duties of the individual and will include:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11
- The Human Rights Code as it pertains to persons with disabilities
- How to interact and communicate with people with various types of disabilities • How to interact



with people with disabilities who use an assistive device or require the assistance of a service animal or a support person

- How to use or access the equipment or devices, if applicable, which may be available on Club premises or otherwise that may help with the provision of goods or services to persons with disabilities (e.g.:TTY, Bell Relay, wheelchairs, pool lifts etc.);
- What to do if a person with a particular type of disability is having difficulty in accessing the Club's goods, services or facilities;
- The Club's policies, practices and procedures relating to accessibilities
- Training shall be provided in a timely manner and on an ongoing basis when changes are made to Club policies, practices and procedures governing the provision of goods or services to persons with disabilities.

The Club shall keep records of the training provided in accordance with Ontario Regulation 191/11.

FEEDBACK PROCESS

The Club shall maintain a feedback form to enable members of the public to comment on the provision of services to people with disabilities including about its feedback process.

Such feedback shall be received in any form (i.e. in-person, by telephone (TTY), in writing, fax or in electronic format, including email), and such comments will be reviewed by the Club's Executive Director.

All questions and concerns received shall be acknowledged within a maximum of two days from the date of receipt. Response time to such submissions shall be dependent on the complexity of the issue, but shall not exceed 15 business days, unless there are extenuating circumstances that have been communicated to the submitter. Accessible formats and communications support are available upon request to ensure that the feedback process is accessible to persons with disabilities.

ISC values feedback on how to improve accessibility. Feedback can be submitted:

- In person
- By phone or TTY
- By email or contact form
- Via the Incident Report Form (as per the Incident Report Policy)



Feedback Contact:

info@internationalsoccerclub.ca or 905-824-7242

Responses will be provided within 15 business days. Accessible formats are available upon request.

MAINTENANCE OF DOCUMENTS

The Club will maintain documents describing its policies, practices and procedures and, upon request, shall give a copy of a document to any person. The documents will include policies, practices and procedures with respect to the following:

- Use of support persons;
- Use of service animals;
- The steps to be taken in connection with a temporary disruption;
- The training policy, including a summary of the contents of the training and details of when the training is to be provided;
- Records of the training provided under this policy, including the dates on which the training is provided and the number of individuals to whom it is provided;
- The feedback process.
- The Club will notify persons to whom it provides goods and services of its policies by posting the information at a conspicuous place on the Club premises, on the Club website or by such method as is reasonable in the circumstances.
- When required under this policy to give a copy of a document to a person with disabilities, the Club will provide the document or information in a format that takes into account the person's disabilities.

Please review the AODA policy and how the Human Rights Code pertains

Review and Updates

This policy will be reviewed annually or upon significant changes to the law or club practices to ensure compliance and ongoing accessibility improvements.

[>>> Click here for All Abilities Program <<<](#)