



Croatia Norval S.C.

AODA Policy

<u>Policy Type</u>	<u>Author</u>	<u>Approved By</u>	<u>Approval Date</u>
HR/Admin.	A. Radosevic	CNSC B.O.D	Dec 1, 2022



Croatia Norval S.C.-AODA Policy



The purpose of this Policy is to fulfill the requirements set out in Ontario Regulation 420/07 of the Accessibility for Ontarians with Disabilities Act, 2005, and to establish Operational Procedures for governing the provision of the Club's goods and services to persons with disabilities.

Providing Goods and Services to People with Disabilities

- The Club is committed to serving all customers including persons with disabilities/challenges.

Assistive Devices

- The Club will ensure that staff 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 Club will communicate with persons with disabilities/challenges in ways that take into consideration their disability/challenge and that preserve their independence and dignity.

Service Animals

- The Club welcomes persons with disabilities/challenges and their service animals. Service animals are allowed on the premises. Service animals may be restricted in cases where there are conflicting obligations to accommodate based on disability. In any such case, the Club will determine the most appropriate accommodation.

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

Please refer to the following resources for more information:

- <https://www.ontario.ca/laws/statute/05a11>
- <https://www.ohrc.on.ca/en>

Rev. #	Date	Revisor	Comments
.001	Dec 1, 2022	A. Radosevic	New Document