

# ST. CATHARINES CLUB ROMA SOCCER



## Accessibility, Equality and Inclusion Policy

*St. Catharines Club Roma Soccer strives to provide its programs in a way that treats all members fairly, respects the dignity and independence of all members; regardless of ability, disability, ethnicity, background, colour, race, marital status, financial status, religion, belief or sexual orientation.*

### 1.0 GENERAL

- 1.1 It is the policy of St. Catharines Club Roma Soccer that its working environment as well as its soccer facility environment operate free from discrimination.
- 1.2 This policy shall apply to every person at St. Catharines Club Roma Soccer who deals with members of the public as representative, employee, volunteer, team official or otherwise. Failure to comply with this policy and operational procedures may result in disciplinary action up to and including termination, suspension, eviction and/or expulsion.
- 1.3 St. Catharines Club Roma Soccer is committed to excellence in serving all members of the community including people with disabilities and we will carry out our functions and responsibilities in the following areas:
  - a) Communication – The establishment of policies, procedures and best practices. Ensuring our members are aware of and understand club policies.
  - b) Ongoing Training for members
  - c) Allow for a non-discriminatory platform for member feedback
  - d) Provide a support network

## 2.0 ACCESSIBILITY

- 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 with the purpose of developing, implementing and enforcing mandatory accessibility standards in order 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.

### 2.1 Communication

St. Catharines Club Roma Soccer will communicate with people with disabilities in ways that take into consideration their disabilities. Club members will be trained on how to interact and communicate with people of various types of disabilities.

St. Catharines Club Roma Soccer is committed to providing fully accessible communication services to our members including phone, email and other as needed. Club members will be trained to communicate in clear and plain language, taking into consideration the needs of our community.

### 2.2 Assistive Devices

St. Catharines Club Roma Soccer is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the organization’s programs. Our club will ensure club personnel is trained and familiar with various assistive devices that may be used by community members with disabilities while accessing our facilities.

Assistive devices may not be permitted if the use of the device poses risk to the health and safety of the person using the device or to others using the facilities.

Currently assistive devices available at our facilities:

- Wheelchair accessible parking
- Wheelchair accessible washrooms
- Wheelchair accessible viewing areas
- Text, Email

- Written documents / policies

## **2.3 Service Animals and Support Persons**

St. Catharines Club Roma Soccer is committed to welcoming people with disabilities who are accompanied by a service animal and/or support person.

Service animals will be permitted entry for use by persons with disabilities to our facility areas except for those prohibited by law including such areas where food is being prepared, stored and sold.

St. Catharines Club Roma Soccer will ensure all club members are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

When a service animal is unruly or disruptive (biting, jumping on people or expressing other harmful behaviour) a club representative may ask the person with a disability to remove the animal from the area or refuse access to the facility whereby other members may be affected. Other reasonable arrangements will be explored.

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 on our premises.

## **2.4 Notice of Temporary Disruption**

In the event of a planned or unplanned disruption in programs at St. Catharines Club Roma facilities, notice will be delivered in mass forms of communication which will include all available information concerning the disruption: reason, duration estimate, alternate services and facilities available as well as other appropriate measures needed to be delivered to those affected.

## **2.5 Training for Staff**

St. Catharines Club Roma Soccer will provide training to club representatives and others who deal with the public on our behalf.

Training will include: purpose and requirements expected; interacting with people with disabilities, how to provide support and assist people with disabilities, policies and best practice review.

### **3.0 EQUALITY AND INCLUSION**

*We, at St. Catharines Club Roma Soccer are responsible within our community for setting standards and values to apply throughout the Club at every level. Soccer should be enjoyed by all regardless of ability, disability, ethnicity, background, colour, race, marital status, financial status, religion, belief or sexual orientation.*

*St. Catharines Club Roma Soccer in all its activities will not 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. We will ensure that all members are treated fairly and with respect and that we will provide access and opportunities for all members of the community to take part in, and enjoy.*

*St. Catharines Club Roma Soccer 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. St. Catharines Club Roma 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.*

*St. Catharines Club Roma Soccer continues to ensure all our club representatives including team officials and volunteers remain sensitive to culturally appropriate activities.*

#### **4.0 Feedback Process**

St. Catharines Club Roma Soccer is committed to ensuring the needs of all our members are met regardless of ability, disability, ethnicity, background, colour, race, marital status, financial status, religion, belief or sexual orientation.

Feedback, questions and concerns regarding policies and practices can be directed to our Administrator via email: [scromasoccer@gmail.com](mailto:scromasoccer@gmail.com).

Complaints will be addressed and responded to accordingly with our Executive Soccer Board members in a timely fashion.

#### **4.1 Notice of Availability of Documents**

St. Catharines Club Roma Soccer is committed to developing policies that respect and promote the dignity, independence and well being of our members regardless of ability, disability, ethnicity, background, colour, race, marital status, financial status, religion, belief or sexual orientation.

Our policies will be available upon request that will adhere to the needs and requirements to all members including those with disabilities.

#### **4.2 Questions, Concerns, Privacy**

This policy exists to achieve service excellence at our club to address the needs of all individuals regardless of ability, disability, ethnicity, background, colour, race, marital status, financial status, religion, belief or sexual orientation.

**This policy will be reviewed annually. Facilities will be reviewed throughout the summer season as well as off season periods to see where enhancements for accessibility can be made.**

Questions, concerns and comments may be forwarded to our Administrator:

Name: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_