

ELGIN MIDDLESEX SOCCER ASSOCIATION (EMSA)
ACCESSIBILITIES FOR ONTARIANS WITH DISABILITIES POLICY

PROCEDURE 1.0 GENERAL

- 1.1 EMSA strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. EMSA is also committed to giving people with disabilities the same opportunity to access our goods and service by allowing them to benefit from the same services, in the same place and in a similar way as other customer.
- 1.2 EMSA is committed to excellence in servicing all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:
 1. Communication – The establishment of policies, procedures and practices of good and services from EMSA to persons with disabilities
 2. The use of Service Animals, Support Persons and Assistive Devices by Persons with Disabilities
 3. Notice of Temporary Disruptions in Services and Facilities
 4. Staff Training
 5. Customer Service Feedback
 6. Notice of Availability of Documents
- 1.3 It is the policy of EMSA that its working environment operate free from discrimination.
- 1.4 This policy shall apply to every person who deals with members of the public or other third parties on behalf of EMSA whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy and operational procedures may result in disciplinary action up to and including termination.

PROCEDURE 2.0 UNDERSTANDING DISABILITY AND THE AODA, 2005

- 2.1 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.

PROCEDURE 3.0 COMMUNICATION

- 3.1 EMSA will communicate with people with disabilities in ways that take into consideration their disabilities. Staff will be trained on how to interact and communicate with people with various types of disabilities.
- 3.1 We are committed to providing full accessible telephone service to our customers. Staff will be trained to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by another method, such as email, if telephone communication is not suitable to their communication needs or is not available.

PROCEDURE 4.0 ASSISTIVE DEVICES

- 4.1 EMSA is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the organization's goods and services. EMSA will ensure that staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods and services.
- 4.2 Assistive devices will be permitted and may be used by persons with disabilities when participating or benefitting from the goods and services pertaining to EMSA.
- 4.3 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 goods and services of the organization.

PROCEDURE 5.0 SERVICE ANIMALS AND SUPPORT PERSONS

- 5.1 EMSA is committed to welcoming people with disabilities who are accompanied by a service animal and/or a support person.
- 5.2 Service Animals will be permitted entry for use by persons with disabilities to EMSA office in all areas except for those prohibited by law such as where food is being prepared, stored or sold.
- 5.3 EMSA will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
- 5.4 When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behavior) an employee may ask the person with the disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangement to provide goods and services shall be explored with the assistance of the person with a disability.
- 5.5 Support persons for people with disabilities are allowed to enter EMSA's office. 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 in our office.

PROCEDURE 6.0 NOTICE OF TEMPORARY DISRUPTION

- 6.1 In the event of a planned or unexpected disruption in the services of EMSA, notice will be delivered in forms of communication which will include all available information.
- 6.2 Notice of the disruption will also be placed on the office entrance, as well as on EMSA's website.

PROCEDURE 7.0 TRAINING FOR STAFF

- 7.1 EMSA will provide professional and appropriate training to all employees, volunteers and others who deal with the public or other third parties on their behalf, as well as those who are involved in the development and approvals of customer service policies, practices and procedures.
- 7.2 AODA Customer Service training will be a requirement to employment with EMSA in order to uphold the quality of customer service of the organization.
- 7.3 On-going training will be mandatory for all existing staff where applicable in order to stay abreast of all segments of the AODA as they change and/or develop.
- 7.4 Training will be provided in a group setting and will include:
 - a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards.
 - b) How to interact and communicate with people with various types of disabilities.
 - c) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
 - d) How to assist and/or use assistive devices in order to help with the provision of goods and services to people with disabilities.
 - e) What to do if a person with a disability is having difficulty in accessing the organization's goods and services.
 - f) Policies, Practices and Procedures relating to the customer service standards.

PROCEDURE 8.0 FEEDBACK PROCESS

- 8.1 EMSA is committed to meeting and surpassing the unique needs and expectations of its customers while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcomed and greatly appreciated.
- 8.2 Feedback regarding policies, practices and procedures concerning goods and services provided to persons with disabilities can be made by email, phone, in person or by mail. All feedback should be directed to the President of EMSA. Complaints will be addressed according to EMSA's complaint process.

PROCEDURE 9.0 NOTICE OF AVAILABILITY OF DOCUMENTS

- 9.1 EMSA is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.
- 9.2 Upon request, documents including but not limited to billing invoice, manuals, policies, procedures and practices will be provided to customers of EMSA in alternative forms that will adhere to the needs and requirements of person with disabilities.
- 9.3 Practices and procedures will be put in place to evaluate the necessary formats to provide documents, before execution of the formats. These formats will be communicated accordingly to the persons with disabilities by EMSA and in ways that promote dignity and independence.

PROCEDURE 10.0 QUESTIONS AND CONCERNS ABOUT THIS POLICY

- 10.1 This Policy exists to achieve service excellence to customers with disabilities. If anyone has questions has questions or concerns about this Policy, or if purpose of the Policy is not understood, an explanation should be provided by, or referred to, the President of EMSA.

Other sources to consider:

Ontario Human Rights

Accessibility for Ontarians with Disabilities Act, 2005

- 10.2 As required by the Act, the policy and operational procedures shall be reviewed annually.
- 10.3 Any policy of EMSA that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Approved by Board of Directors

October 10, 2017

