



## **AODA Customer Service Policy: Providing Goods and Services to People with Disabilities**

### **Policy 1.0- General**

- 1.1 The Milton Youth Soccer Club strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. The Milton Youth Soccer Club is also committed to giving people with disabilities the same opportunity to access our goods and services allowing them to benefit from the same services, in the same place and in a similar way as other customers.
- 1.2 The Milton Youth Soccer Club is committed to excellence in serving 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 goods and services from The MYSC 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 The Milton Youth Soccer Club that its working environment as well as its soccer facility environment will operate free from discrimination against those with disabilities as prohibited by the Accessibility for Ontarians with Disabilities Act, 2005.

It is within this Accessibility Policy that The Milton Youth Soccer Club will ensure every employee, member and customer of the Organization receives equitable services and accessibility with regards to employment, participation and facilities. The Milton Youth Soccer Club is committed to providing accessible services for its employees and customers. Services of the organization will be provided based on independence and equal opportunity for all of its constituents, where persons with disabilities will benefit from the same services, in the same facilities and in a comparable way as all other employees, members and customers.

### **Policy 2.0- Understanding Disability and the AODA, 2005**

- 2.0 The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which applies to both the public and private sector is a 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.

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### **Policy 3.0 – Communication**

- 3.1 The MYSC will communicate with people with disabilities in ways that take into consideration their disabilities.
- Staff will be trained to communicate with customers on how to interact and communicate with people with various types of disabilities.
- 3.2 We are committed to providing fully 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 email if telephone communication is not suitable to their communication needs or is not available.
- 3.3 Customers will be offered alternative communication formats that will meet their needs in a feasible manner. They will be offered in ways that fully maintain independence, dignity and equality.
- 3.4 Information and documents will be available to customers in alternative formats to meet their needs.

### **Policy 4.0- Assistive Devices**

- 4.1 The Milton Youth Soccer Club is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the organization's goods and services. The MYSC 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 The Milton Youth Soccer Club.
- 4.3 Assistive devices may not be permitted if it poses risk to the health and safety of the person using the device or to others using the goods and services of the Organization.

### **Policy 5.0 – Service Animals and Support Persons**

- 5.1 The Milton Youth Soccer Club 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 to use by persons with disabilities to The Milton Youth Soccer Club in all areas except for those prohibited by law such as where food is being prepared, stored or sold.
- 5.3 The Milton Youth Soccer Club 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 Support persons for people with disabilities are allowed to enter The Milton Youth Soccer Club's premises. 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.

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- 5.5 Fees will not be charged for support persons for admission to The Milton Youth Soccer Club's premises. Customers will be informed of this by a notice that will be posted in The Milton Youth Soccer Club's premises and on the organizations website.

#### **Policy 6.0 – Notice of temporary disruption**

- 6.1 In the event of a planned or unexpected disruption in the facilities and services of The Milton Youth Soccer Club, notice will be delivered in mass forms of communication which will include all feasible information concerning the disruption; reason, duration, alternate services and facilities available as well as any other appropriate measures needed to be delivered to those affected.
- 6.2 Notice of disruption will also be placed at all public entrances and service counters on our premises, as well as on The Milton Youth Soccer Club's website.

#### **Policy 7.0 – Training for Staff**

- 7.1 The Milton Youth Soccer Club 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 The Milton Youth Soccer Club 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 providing in a group setting and will include:
- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standards.
  - 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 support person
  - How to use the assist and/or use assistive devices in order to help with the provision of goods and services to people with disabilities
  - What to do if a person with a disability is having difficulty in accessing the organization's goods and services
  - Policies, Practices and Procedures relating to the customer service standards

#### **Policy 8.0 – Feedback Process**

- 8.1 The Milton Youth Soccer Club 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 Milton Youth Soccer Club President.

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### **Policy 9.0 – Notice of Availability of Documents**

- 9.1 The MYSC is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.
- 9.2 All documents including but not limited to billing invoice, manuals, policies, procedures and practices will be provided to customers of the organization in alternative formats 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 the organization and in ways that promote dignity and independence.

### **Policy 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 or concerns about this Policy, or if the purpose of the Policy is not understood, an explanation should be provided by, or referred to, the President of The Milton Youth Soccer Club.

#### ***Other sources to consider:***

#### **Ontario Human Rights**

<http://www.ohrc.on.ca/en/issues/disability>

#### **Accessibility for Ontarians with Disability Act, 2005**

<http://www.mcscs.gov.on.ca/en/mcscs/programs/accessibility/OntarioAccessibilityLaw/2005/index.aspx>