



Ottawa TFC



Accessibility Standards Policy

Accessibility for Ontarians with Disabilities Act, 2005

Introduction

Ottawa TFC is committed to taking all reasonable steps to promote and support accessibility to our services by all members of our club. By training and informing our Staff, Board/Executive Members and volunteers, the OTFC will be able to provide accessible customer service to people with various kinds of disabilities.

Scope of Policy

OTFC's working environment and its soccer facility environment will operate free from discrimination against those with disabilities as prohibited by the Accessibility for Ontarians with Disabilities Act, 2005.

OTFC strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. The OTFC is also committed to giving people with disabilities the same opportunity to access our services by allowing them to benefit from the same services, in the same place and in a comparable way as other employees, members and volunteers.

The OTFC is committed to excellence in serving all of our members 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 services from the OTFC 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 and Volunteer Training.
5. Customer Service Feedback.
6. Notice of Availability of Documents.

Approved for EXTERNAL use
by the OTFC Board of
Directors May 28, 2019