

Policy 18.0 - ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

- 18.1 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 a policy for the OSA for governing the provision of its goods and services to persons with disabilities.
- 18.2 The Ontario Soccer Association strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. The Ontario Soccer Association is also committed to giving people with disabilities the same opportunity to access goods and service by allowing them to benefit from the same services, in the same place and in a similar way as other customers.
- 18.3 This Policy shall apply to the OSA and every person who deals with members of the public or other third parties on behalf of the OSA whether the person does so as an employee, agent, volunteer or otherwise.
- 18.4 The OSA is committed to excellence in serving all customers including people with disabilities. As such, the OSA shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:
1. The good or services will be provided in a manner that that respects the dignity and independence of persons with disabilities.
 2. The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
 3. Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
 4. Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
 5. When communicating with a person with a disability, employees, volunteers and contractors shall do so in a manner that takes into account the person's disability.

Related Topics: