



North York Cosmos S.C.

Accessibility Policy

In accordance with AODA

Introduction

The North York Cosmos S.C. is committed to serving our community and making soccer accessible to all individuals regardless of their ability / disability. Our staff, Board Members and volunteers are able to provide accessible customer service and make all reasonable accommodations to support those with disabilities or challenges.

AODA

AODA: The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in 2005. The purpose of the Act is to make Ontario more accessible by 2025 and to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities. More than 15% of Ontarians have a disability – that's more than 1 in every 7 people living in Ontario. The Act addresses barriers in Customer Service; Information and Communication; Employment; Transportation; the Design of Public Spaces.

<https://www.ontario.ca/page/about-accessibility-laws>

Scope of the Policy

The North York Cosmos S.C. is committed to providing individuals with disabilities the same opportunities to access our services and participate in our programs.

The North York S. C. will operate free of all discrimination towards those with disabilities.

We will continue to seek out new ways to grow our programs in an environment that is all inclusive by focusing on the following criteria:

1. Customer Service
2. Information and Communication
3. Employment (Volunteer Opportunities)

Communication

The North York Cosmos will provide a variety of communication interfaces that takes into account the person's disability or challenge in order to preserve one's independence and dignity.

- We offer Accessible Websites and Web Content
- Telephone Communication
- Email correspondence
- In person meetings
- Digital and or Hardcopies

All Staff/volunteers will be provided training or resources to support the communication needs for people with disabilities.

Assistive Devices

Customers may use Assistive Devices while accessing the North York Cosmos S.C. services.

Service Animals & Support Persons

The North York Cosmos welcomes and recognizes the importance of service animals and the assistance they provide. Service animals are allowed in all public areas unless otherwise stated by law and are the responsibility of the Handler.

Support people offer assistance in a variety of ways either through communication or physical assistance. Members who are accompanied by a personal support person may access our premises while using our services.

Notice of Temporary Disruption

North York Cosmos will provide information in the event of a planned or unexpected disruption to our services, technology or facilities. We will provide alternative measures to our services, if available and an anticipated timeline for the disruption. This notice may be posted via our website, email or directly at our facilities.



Training for Staff

All staff are required to adhere to AODA and review the North York Cosmos S.C. Accessibility Policy Annually.

Training will be provided to all staff, volunteers and coaches and will be tailored towards the individual's disability / challenges. Coaching Courses are available and may be required.

Employment

North York Cosmos S.C. is a volunteer and community based organization. We welcome everyone to participate and appreciate all contributions big or small.

Design of Public Spaces

Our Clubhouse is accessible.

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North York, Ontario
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Tel. 416.441.1624

Email: info@northyorkcosmos.com

Documents required by the Standard are available upon request.