

**Ottawa City Soccer Club Accessibility for Ontarians with Disabilities
Act (AODA) Policy**
Last updated July 2025



Definitions

The following terms have these meanings in this Policy:

- A. “Assistive Device” – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).
- B. “Disability” – According to the Ontario Human Rights Code, a disability is:
 - a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
 - b. a condition of mental impairment or a developmental disability,
 - c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - d. a mental disorder, or
 - e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)
- C. “Persons with Disabilities” – Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code (see above).
- D. “Service Animals” – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Purpose

The purpose of this policy is to fulfill the requirements set out in Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act 2005 and to establish Operational Procedures for governing the provision of the Club’s goods and services to persons with disabilities.

Providing Goods and Services to People with Disabilities

- The Club is committed to serving all customers including persons with disabilities/challenges.

Assistive Devices

- The Club will ensure that staff are trained and familiar with various assistive devices that may be used by customers with disabilities/challenges while accessing the goods and services of our organization.

Communication

- The Club will communicate with persons with disabilities/challenges in ways that take into consideration their disability/challenge and that preserve their independence and dignity.

Service Animals

- The Club welcomes persons with disabilities/challenges and their service animals. Service animals are allowed on the premises. Service animals may be restricted in the case where there are conflicting obligations to accommodate on the basis of disability. In any such case, the Club will determine the most appropriate accommodation.

Support Persons

- A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees for support persons will be at the discretion of The Club according to the event/activity or service.

Please refer to the following resources for more information:

- [Accessibility for Ontarians with Disability Act, 2005](#)
- [Ontario Human Rights Code](#)