



Hamilton Serbians Soccer Club

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES POLICY

Hamilton Serbians Soccer - Accessibility for Ontarians with Disabilities Policy

1. Introduction

The Hamilton Serbians Soccer Club is committed to ensuring that all individuals, regardless of ability, have equal access to our programs, facilities, and services. This policy is established in accordance with the **Ontario Regulation 429/07 – Accessibility Standards for Customer Service (ontario.ca)**

2. Providing Services to Individuals with Disabilities

We strive to ensure that:

- Services are provided in a manner that respects the dignity and independence of persons with disabilities.
- Persons with disabilities receive the same quality of service as others.
- Communication is conducted in a manner that accommodates the needs of individuals with disabilities.

3. Assistive Devices & Support Persons

- Individuals with disabilities are welcome to use their assistive devices when accessing our services.
- Support persons accompanying individuals with disabilities will be allowed entry without additional fees.
- Service animals are permitted in areas where the public is allowed, in accordance with Ontario regulations.

4. Accessible Facilities & Emergency Procedures

- The Club will ensure that facilities are accessible, including pathways, seating, and restrooms.
- Emergency response plans will consider accessibility needs, and staff will be trained to assist individuals requiring support.

5. Training for Staff & Volunteers

- All club staff, coaches, and volunteers will receive training on the **Accessibility for Ontarians with Disabilities Act (AODA)** and best practices for providing inclusive service.
- Training will cover interacting with individuals using assistive devices, service animals, and support persons.



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6. Feedback & Compliance

- We welcome feedback to improve accessibility. Individuals can submit concerns via contacting the Club President directly or email: hamiltonserbians@gmail.com
- The Club will review and update accessibility policies regularly to comply with evolving standards and best practices.