



Accessibility for Ontarians with Disabilities Act (AODA) Policy

1. Purpose

Halton Hawks FC is committed to providing a welcoming, inclusive, and accessible environment for all participants, families, staff, volunteers, officials, and community members.

This policy outlines our commitment to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR).

We strive to ensure that individuals with disabilities can access our programs, services, facilities, and communications in a manner that respects dignity, independence, integration, and equal opportunity.

2. Scope

This policy applies to:

- Players and participants
- Parents, guardians, and spectators
- Coaches, staff, and volunteers
- Officials and service providers
- Any individual interacting with Halton Hawks FC programs or services

3. Statement of Commitment

Halton Hawks FC is committed to:

- Providing accessible customer service to people with disabilities
- Identifying, preventing, and removing barriers to participation
- Complying with all applicable AODA standards
- Promoting inclusion, respect, and equal access across all club activities

Accessibility is a shared responsibility and is integrated into the club's governance, operations, and culture.

4. Principles of Accessible Service

In accordance with the AODA, Halton Hawks FC adheres to the following principles:

- Dignity – Services are provided in a way that respects the dignity and self-worth of individuals with disabilities
- Independence – Individuals are supported to do things on their own where possible
- Integration – Services are provided in a way that allows individuals with disabilities to benefit from the same programs and services as others
- Equal Opportunity – Individuals with disabilities have the same opportunities to participate as others

5. Assistive Devices

Individuals with disabilities are welcome to use their own assistive devices when accessing club programs and services, including but not limited to:

- Mobility aids
- Communication devices
- Visual or auditory supports

Where possible, staff and volunteers will be familiar with common assistive devices and how to support individuals using them.

6. Service Animals

Service animals are permitted at club activities and facilities where allowed by law. If a service animal is excluded due to health or safety reasons, the club will work with the individual to provide alternative accommodations.

7. Support Persons

A person with a disability may be accompanied by a support person while participating in any club program or activity.

No additional fees will be charged for support persons unless required by a third-party facility.

8. Accessible Communication

Halton Hawks FC is committed to communicating with individuals with disabilities in ways that take their disability into account.

Upon request, the club will:

- Provide information in accessible formats
- Use plain language where appropriate
- Work with individuals to determine the most effective method of communication

9. Notice of Temporary Disruptions

In the event of a planned or unexpected disruption to services or facilities used by individuals with disabilities, Halton Hawks FC will provide notice as soon as possible. Notices will include:

- Reason for the disruption
- Expected duration
- Alternative arrangements, if available

Notices may be communicated via the club website, email, signage, or other reasonable means.

10. Training

Halton Hawks FC will ensure that all staff, coaches, and volunteers receive training on:

- The AODA and applicable accessibility standards
- How to interact with individuals with various types of disabilities
- Club policies and procedures related to accessibility

Training will be provided as part of onboarding and updated as required.

11. Feedback Process

The club welcomes feedback on how we provide accessible services.

Feedback may be submitted:

- By email
- Through the club website
- Verbally to a staff member or club official

All feedback will be reviewed in a timely manner and responded to where appropriate.

12. Policy Review and Availability

This policy will be:

- Reviewed regularly and updated as required
- Made available upon request in accessible formats
- Published on the club website

13. Related Policies

This policy aligns with and supports:

- Diversity & Inclusion Policy
- Code of Conduct
- Safe Sport Policy
- Responsible Coaching Movement commitments

Approved by: Executive Committee

Last Reviewed: March 5. 2023

Next Review: March 5. 2027