

# Richmond Hill Soccer Club

## Policies and Procedures

Document Version v1.3

September 24, 2015



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### **Revision Control Notice**

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## Revision History

Date	Version	Description	Author(s)
January 18, 2013	0.1	Initial draft. Incorporation of Code of Conduct	Diarmuid Salvadori Nadine Powell Barbara Malloch
February 4, 2013	1.0	As approved by RHSC Board	Barbara Malloch
April 24, 2013	1.1	As approved by RHSC Board: <ul style="list-style-type: none"> <li>• Added introduction and publications library</li> </ul>	Barbara Malloch
September 4, 2015	1.2	As approved by RHSC Board, updated AODA policy.	Barbara Malloch
September 24, 2015	1.3	As approved by RHSC Board: <ul style="list-style-type: none"> <li>• Added Equality policy</li> <li>• Added Dispute Resolution</li> </ul>	Barbara Malloch Nadine Powell

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# 1 Introduction

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The purpose of this document is to provide all members with an understanding of the policies and procedures of the Richmond Hill Soccer Club (the Club).

Members can refer to the Club Library of documents for further information on Club operations:

1. RHSC Constitution
2. RHSC Policies and Procedures
3. House League Rules and Regulations
4. Competitive Team Policies and Procedures

A definition of terms used in any of our documents can be found in the Club Definitions document.



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Any member who has questions or concerns about the Club can submit an email to [info@richmondhillsoccer.com](mailto:info@richmondhillsoccer.com).

## 2 Code of Conduct

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It is the expectation of the Richmond Hill Soccer Club that everyone affiliated with the Club will conduct themselves in a manner which allows:

- all Players the opportunity to reach their full potential; and
- all Participants enjoy the game in a safe and healthy environment.

This Code of Conduct provides the principles by which everyone associated with the Club must comply. Failure to comply may result in disciplinary action that could result in the termination of membership. Parents and other Spectators who fail to comply with this Code of Conduct may also face disciplinary action.

Players, Team Staff and Parents on Competitive Teams must sign the Code of Conduct Acceptance Form as a part of the Outdoor Registration procedures.



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### 2.1 General Guidelines

1. Abusive behaviour or communication is not acceptable.
2. The use of profanity is not acceptable.
3. Do not smoke near playing or Spectator areas.
4. Respect parks and playing areas by ensuring that they are left clean.
5. Respect parking and municipal by-laws.
6. The use of alcohol or other controlled substances in all parks and facilities is prohibited.

### 2.2 Players

1. Treat opponents, team mates, Team Officials, Game Officials and Spectators with respect.
2. Play by the rules and in the spirit of the game.
3. Abide by the rules of the Club, Leagues and related Associations.
4. Fighting or the use of foul or abusive language is not acceptable.
5. Play with team spirit – win or lose.

### 2.3 Team Officials

1. Set a good example of Fair Play and show appropriate character throughout the season.
2. Treat opponents, team members, other Team Officials, Game Officials and Spectators with respect.
3. Communicate with Players in a positive manner.
4. Abide by the rules of the Club, Leagues and related Associations.
5. Work with the Game Officials for the benefit of the game.
6. Teach players to play fairly and to respect the rules, Game Officials and opponents.

7. Communicate information to parents and Players so they are aware of schedules, practices and any changes that may arise through the season.
8. Ensure that all players of House League teams receive fair playing time.
9. All Team Officials shall conduct themselves responsibly while in the presence of youth players mindful of the positive example that they are expected to set. In particular, and without restricting the generality of the rule, no Team Official shall offer to or encourage the use of alcohol, non-prescription drugs or tobacco products to any youth player at any time.

## **2.4 Game Officials**

1. Officiate in a fair, non-partisan and unbiased manner.
2. Abide by the rules of the Club, Leagues and related Associations.
3. Be respectful when addressing Players, Coaches and Spectators.
4. Make every reasonable effort to keep game commitments. If unable to keep a commitment, provide the referee assignor with reasonable notice so a replacement can be found.
5. Arrive with sufficient time prior to a game to check the playing area for safety issues.

## **2.5 Parents and Spectators**

1. By registering your child with the Club, parents are also members and subject to the rules and regulations of the Club and its governing bodies.
2. Do not give instruction to the players on the field; that is the role of the Coach and Team Officials.
3. Never question the Game Official's judgement, integrity or honesty.
4. Support all efforts to eliminate verbal and physical abuse from the game of soccer.
5. Show respect for the Players, opponents, Coaches, Game Officials and other Spectators.
6. Realize that the team can be penalized for your behaviour. Obey the request by a Game Official or a Coach to leave the vicinity of a field.
7. Do not step onto the field during the game.
8. If any issue arises, Parents and Spectators should wait 24 hours before approaching Team Officials.

### **3 Social Media Policy**

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This policy governs the publication of and commentary on social media by volunteers, employees and Members of RHSC (“Users”). For the purposes of this policy, social media means any facility for online publication and commentary, including but not limited to:

- Social Networking Sites (Facebook, Myspace, Foursquare, LinkedIn)
- Micro-blogging sites (Twitter)
- Blogs (including corporate and personal blogs and comments)
- Video and Photo Sharing Websites (Flickr, YouTube)
- Forums and Discussion Boards (Google Groups, Yahoo! Groups)
- Online Encyclopedias (Wikipedia, Sidewiki)

This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

Club volunteers, employees and Members are free to publish or comment via social media in accordance with this policy. Club employees are subject to this policy to the extent they identify themselves as an employee of the Club (other than as an incidental mention of place of employment in a personal blog on topics unrelated to the Club. Appropriate and continued use of social media will allow users to find information and communicate with a variety of players, parents, educators, and members within the RHSC.

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. All uses of social media must follow the same ethical standards that the Club must otherwise follow.

Violations of this policy may result in disciplinary action, including loss of social media networking privileges, suspension from the Club, and/or legal action. Any illegal activities must be reported to the appropriate police services. Violations of this policy should be immediately reported to RHSC staff.

#### **3.1 Guiding Principles**

1. Users agree to abide by generally accepted rules of etiquette and conduct themselves in a responsible, ethical, and polite manner while using any networking resource. The generally accepted rules of network etiquette include (but are not limited to) the following:
  - a) Be courteous and respectful in your messages to others.
  - b) Use appropriate language. Do not swear, use vulgarities or other inappropriate language.
  - c) Illegal activities are strictly forbidden.
  - d) Do not reveal your home address or phone numbers, or those of any other users.
  - e) Do not post unrelated personal messages.
  - f) Do not post messages that speak about the Richmond Hill Soccer Club, or its members, in a negative manner.
2. The social media resources are not for commercial purposes or product advertising outside of Club initiatives.
3. Users agree not to transmit, receive, submit, or publish any defamatory, inaccurate, abusive, obscene, profane, sexually oriented, threatening, offensive, or illegal material.
4. Users agrees not to tamper with or attempt to illegally access or “hack” any RHSC network resources. Intentional damaging of our media network is unacceptable. The intentional creation or spreading of a computer virus is unacceptable.

5. Users agree to abide by all patent, trademark, trade name, and copyright laws. All sources in any form must be cited.
6. Users may not share information that is confidential and proprietary about the Club. This includes information about trademarks, finances, player information, Club strategy, internal documents, and any other information that has not been publicly released by the Club.
7. Security on any computer system is a high priority. If a User feels he/she can identify a security problem within our social networking, he/she agrees to notify a staff member immediately. Users agree not to demonstrate the problem to others. Users understand and agree that using someone else's password or trespassing in another's files without written permission is prohibited, and that attempts to logon to the network as anyone other than himself/herself is forbidden.
8. All communication and information accessible via the resources shall not be regarded as private. Everybody agrees and consents to allow the RHSC personnel to review any and all files, data and messages to ensure that everybody is using the system responsibly at all times with or without notice.

RHSC encourages the membership and friends or family to share digital content, including photos, videos, and stories of their RHSC experiences and the RHSC expects that anyone sharing user-generated content has the right to do so and has permission of the photographed individuals. Users must not post photos they do not have permission to post, including those of children without the permission of a parent or guardian.

RHSC welcomes constructive feedback, but reserves the right to remove any comments that are inappropriate due to foul language, offensive to an individual or group, contain unsupported accusations, or spam that explicitly promotes a product or service. If contact information is available, the RHSC will notify comment authors personally to let them know their comments have been removed. Our team reserves the right to ban repeat offenders.

Teams may choose to create websites for many reasons such as providing a calendar, communicating important news, sharing pictures, etc. Each team is solely responsible for managing their content. The RHSC must be notified should a team create a website and since teams represent the Club and its membership, the Club reserves the right to monitor them.

Posts can and should contain information that is of interest to the members including, but not limited to:

- Event and meeting announcement and reminders.
- Updates on issues such as ordinances or club council action.
- Updates on Park openings or availabilities as well as closings.
- Explanations on ordinances.
- Solicit specific input from members by e-mail or polls.
- Pictures of amenities such as parks, scenery, neighborhoods, or community events related to the RHSC.
- Changes or updates to the official website such as the addition of agendas, blog posts, photos, and new You Tube videos.
- Program information and updates to programs
- Parent education initiatives
- Employment opportunities

In addition to the general guidelines discussed above, when creating or posting to a social media site on behalf of the RHSC, Users must:

### **Seek Approval**

RHSC must approve any messages that might act as the “voice” or position of the Club. RHSC staff will review all internal postings by RHSC before allowing them to be made visible to the public online.

### **Be Accurate**

Make sure that all the facts have been researched and considered before posting. It is better to verify information with a source first than to have to post a correction or retraction later.

### **Be Transparent**

If participating in or maintaining a social media site on behalf of the RHSC, such persons must clearly state their role and goals to RHSC. Keep in mind that if you are posting with a Club username, other users do not know with or to whom they are speaking. They view what the individual posts as coming from RHSC. Be careful and be respectful. What one says directly reflects on the Club. Discuss with the volunteers the circumstances in which you as the individual are empowered to respond directly to users and when one may need to seek approval.

### **Be Responsible**

What you write is ultimately your responsibility. Participation in social computing on behalf of the RHSC is not a right but an opportunity, and should be treated seriously and with respect. If individuals want to participate on behalf of the Club, they must abide by its standard practice guidelines.

### **Respect Others**

Users are free to discuss topics and disagree with one another, but must be respectful of others' opinions.

### **Be a Valued Member**

If joining a social network like a Facebook group or commenting on a related element of social media, ensure that the insights being contributed are relevant and valuable. Post information about topics like RHSC events or a multimedia message when it will be of interest to readers.

### **Be Thoughtful**

If questions arise about whether it is appropriate to write about certain kinds of material in your, ask the appropriate delegates before posting.

### **Be Timely**

Assign administrators who can regularly monitor postings and content. Aim for standard times for postings and updates. The recommended minimum frequency is once to twice a week. But be sure not to overload your updates. Followers will stop paying attention if you overload them with information.

### **Provide Context to Your Argument**

Please be sure to provide enough support in your posting to help RHSC understand your reasoning, be it positive or negative. RHSC appreciates the value of multiple perspectives, so help us to understand yours by providing context to your opinion. Whether you are posting in praise or criticism of the Club, the individual is encouraged to develop a thoughtful argument that extends well beyond “(insert) is

cool” or “(insert) sucks”.

### **Engage in Private Feedback**

Not everyone who is reading your social media will feel comfortable approaching RHSC if they are concerned their feedback will become public. In order to maintain an open dialogue that everyone can comfortably engage in, RHSC delegates are asked to welcome “off-blog” feedback from their community who would like to privately respond, make suggestions, or report errors without having their comments appear on your social media channels. We as a Club want to know what you think. If the individual has a posting, reach out for the delegates directly. Whether privately or on their social media, let the delegates know your thoughts.

### **Show Courtesy**

If you are developing a site or writing a blog that will mention RHSC and / or our current and potential services, products, employees, partners, customers, and competitors, as a courtesy to RHSC, please let RHSC know that you are writing them. RHSC may choose to visit from time to time to understand your point of view.

## **4 Character Community**

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The Town of Richmond Hill and the Club are both members of A Character Community.

All members are encouraged to promote the following character attributes at all times:

- Respect
- Courage
- Responsibility
- Inclusiveness
- Honesty
- Fairness
- Integrity
- Optimism
- Compassion
- Perseverance
- Initiative

Additional information on the Character Community initiative can be found at [www.richmondhill.ca](http://www.richmondhill.ca).

## **5 FIFA Fair Play Code**

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The Club conducts all its activities in accordance with the FIFA Fair Play code.

Details of the code may be found at:

<http://www.fifa.com/aboutfifa/worldwideprograms/footballforhope/fairplay/code.html>

The key principles behind the code are:

1. Play fair
2. Play to win but accept defeat with dignity
3. Observe the Laws of the Game
4. Respect opponents, team-mates, referees, officials and spectators
5. Promote the interests of football
6. Honour those who defend football's good reputation
7. Reject corruption, drugs, racism, violence, gambling and other dangers to our sport
8. Help others to resist corrupting pressures
9. Denounce those who attempt to discredit our sport
10. Use football to make a better world

## 6 OSA Zero Tolerance Policy

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Richmond Hill Soccer Club is a strong supporter of making sport safe for our youth. To that end, the Club supports the following OSA program to help ensure the safety and enjoyment of soccer for all.

### **Policy**

Any coach, parent, grandparent or guardian judged by the Discipline Board to be guilty of abusive conduct toward a referee during a Club's House League game will be reprimanded in writing. A second conviction, during the same season will result in the member being restricted from all services rendered by the Club including attendance at all soccer activities within the Club. In extreme cases, as determined by the Discipline Board, a member may be reinstated subject to a review hearing.

### **Policy Procedures**

When a referee feels that they are being abused, as per the scope of this policy, by either a coach or supporter, the referee is allowed to suspend the playing of the game. If the abuse is physical, the game official is advised to inform the coaches that the game has been abandoned and then proceed with step 4.1 below.

The Referee will then verbally advise both coaches that the game has been stopped due to the abuse and inform both coaches as to the source of the abuse. If the source is one of the coaches, the referee will advise the coach that the next occurrence of a similar nature will result in an abandonment of the game and that a report to the Club's Discipline Board will be sent in for review. If the source is a supporter, the appropriate coach will provide the referee with the name of the supporter and the coach must advise the fan that the next occurrence of a similar nature will result in abandonment of the game. A report to the Club's Discipline Board will be sent in for review. If the supporter is not associated with either team, both coaches are asked to speak to the supporter and ask the individual to leave.

Once the prescribed action has been completed, the game will restart with a dropped ball between the two teams at the location where the play was stopped. If the abuse continues, the referee will be allowed to stop any further playing of the game and advise the coaches that the game has been abandoned and that a Special Incident Report will be forwarded to the Club's Discipline Board. The official must clearly indicate on the game sheet that the game was abandoned due to abuse and if abandoned:

- 4.1 The game official must contact either their Referee Coordinator or a member of the Executive to verbally report the incident within 24 hours.
- 4.2 A Special Incident Report, with the assistance of the Referee Coordinator or a member of the Executive, if required, must then be forwarded to the Club within 72 hours.
- 4.3 The Club's Discipline Board will then review and deal with the report as per their guidelines.
- 4.4 If the game was abandoned due to the conduct of a fan not associated with either team, the Executive will determine the status of the game.

### **Note:**

In the case where the alleged abuse is of a physical nature, the referee should contact the local police service and file a complaint.

## **7 Show Your Respect Policy**

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Richmond Hill Soccer Club is committed to promoting positive behaviour on and off the soccer field through the support of Coaches, Parents, Players, Volunteers and Officials.

Respect is the responsibility of each participant in soccer. Richmond Hill Soccer Club seeks to create an environment that is both safe and enjoyable for all who take part through the enforcement of the OSA's Show Your Respect initiatives:

- Code of Conducts for Players, Coaches, Parents/Spectators and Officials
- Respect in Soccer Certification Program (mandatory for all competitive coaches)
- Standard Discipline Procedures

All members of the Richmond Hill Soccer Club are required to adhere to this policy of respect and will abide by the standards established in the Club's Code of Conducts and discipline policies.

## **8 Equality Policy**

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The aim of this policy is to ensure that everyone is treated fairly and with respect and that Richmond Hill Soccer Club is equally accessible to all.

Richmond Hill Soccer Club is responsible for setting standards and values to apply throughout the Club at every level. Soccer belongs to and should be enjoyed by, anyone who wants to participate in it. Our commitment is to confront and eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability and to encourage equal opportunities. This policy is fully supported by the Club Officers who are responsible for the implementation of this policy.

Richmond Hill Soccer Club, in all its activities will not discriminate, or in any way treat anyone less favourably, on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability. This means that Richmond Hill Soccer Club will ensure that it treats people fairly and with respect and that it will provide access and opportunities for all members of the community to take part in, and enjoy, its activities.

Richmond Hill Soccer Club will not tolerate harassment, bullying, abuse or victimization of an individual, which for the purposes of this policy and the actions and sanction applicable is regarded as discrimination. This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal.

Richmond Hill Soccer Club is committed to a policy of equal treatment of all members and requires all members to abide and adhere to these policies and the requirements of the Declaration of Expectations for Fairness in Sport (the London Declaration) 2001, Canadian Human Rights Act 1985 and Employment Equity Act 1995 as well as any amendments to these acts and any new legislation.

## 9 Tobacco-Free Policy

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### Commitment

We recognize that there is ample research demonstrating the health hazards caused by the use of tobacco products, including smoking, smokeless tobacco and breathing second-hand smoke, and understand our responsibility to the participants of our program to model and promote tobacco-free lifestyles.

We stress to leaders, teachers, coaches, officials, parents, spectators and all others involved, the importance of maintaining a tobacco-free environment while working with young people.

### Policy

All games, activities, tournaments, competitions, sponsored events, and other performances sanctioned by our organization will be tobacco-free. Tobacco free means no smoking, snuffing, dipping or chewing tobacco by players/participants, coaches/leaders, parents, spectators and officials.

We will promote the tobacco-free policy at all our activities by:

- Having coaches/leaders explain the policy to players/members and ask them to explain the policy to their parents and others who may come to their game/activity/performance.
- Including the policy in the first schedules/notices about the sport or recreation group so all new and returning participants, their parents/guardians, coaches/leaders and officials/managers know about the policy from the start.
- Making the policy visible through the year/season using various messages, including logos on uniforms, banners at events and encouraging coaches and older players/members to promote active, healthy, tobacco-free lifestyles.

We will reinforce the tobacco-free policy at all our activities by:

- Encouraging all coaches/leaders, players/members and parents to respectfully remind someone using tobacco about the tobacco-free policy.
- Consistently applying consequences with people who repeatedly break the policy – repeated violations by players/members or their parent/guardian may result in a verbal and written warning from the coach/leader, or the association executive in the case of a repeat coach/leader violation. Following a written warning the individual violating the policy again may be asked to leave the activity or game.

## 10 Healthy Snacks Policy

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In light of the fact that obesity and nutrition-related diseases are on the rise in North America, the Richmond Hill Soccer Club feel that promotion and modeling of healthy eating habits and balanced lifestyles to members of our Club can play a crucial part in this issue. Whether as Players, Team Officials, Match Officials or as Supporters we all have a part to play. With the support of The OSA Club Excellence program, we are committed to helping improve the well-being of our community and in doing so have implemented a Healthy Snack Policy.

A Healthy Snack Policy empowers participants to nourish their bodies appropriately and limit ingredients that will impede performance or wellness. Children learn about healthy eating at school and need a supportive environment, both at home and in the community, to help put those lessons into action. Richmond Hill Soccer Club will help make this happen. Community sports also provide adults with an opportunity to become role models for healthy eating.

As such, the expectation is that if a team chooses to provide snacks to any participants, we encourage all food to be healthy. Healthy foods and beverages are those that fall within Canada's Food Guide and align with the web links below. Richmond Hill Soccer Club Healthy Snack Policy is maintained regardless of:

- Playing level (Competitive or Recreational)
- Location (Home or Away) or
- Purpose (Match, Training).

For further information on providing proper nutrition and maintain a balanced lifestyle, please read the Food Guide below.



Canada Food Guide

## **11 Discipline**

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Infractions of this policy will be dealt with according to Club and League discipline procedures.

## **12 Dispute Resolution**

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Any member of the Club that disagrees with any actions taken by, or decisions made by staff, volunteers or officials of the Club, is entitled to partake in a dispute resolution process with the Club.

The first step in the process is to discuss the specifics of the situation with an appropriate staff member of the Club, all of whom are listed on the Club website. Matters pertaining to technical soccer issues should be addressed to the Technical Director. Administrative matters or disciplinary matters should be directed to the Club Manager. If the member is unsatisfied with the resolution after their discussion with the RHSC staff member, they may appeal to the Board for further consideration.

For corporate governance disputes, the RHSC adheres to the Dispute Resolution process as published and approved by the OSA. Any member of the Club may initiate the Dispute Resolution process by communicating in writing to the OSA, with a copy to the Club and District Association, the nature and facts of the dispute. The OSA, at its discretion, may proceed with the Dispute Resolution process by assigning one or more neutral persons to the dispute.

The Dispute Resolution process shall not be used for game discipline which follows the normal discipline and appeals process.

The Club shall make available to any member the Dispute Resolution process when requested.

## 13 Accessibility for Ontarians with Disabilities Act

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Accessibilities for Ontarians with Disabilities Act, 2005 (AODA)

More than 15% of Ontarians have a disability – that's more than 1 in every 7 people living in Ontario. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) seeks to remove barriers and achieve accessibility for persons with disabilities in a number of key areas.

Under the AODA, the Province of Ontario will implement five accessibility standards:

1. Customer Service
2. Transportation
3. Information and Communication
4. Employment
5. Built Environment

The Accessibility Standards for Customer Service, requires organizations in Ontario to meet certain requirements by January 1, 2012. *(The other standards: Transportation, Information and Communication, Employment and Built Environment are in various stages of development and will be enacted into law with a phase-in approach)*

### **The Ontario Soccer Association's commitment to Accessibility**

The Ontario Soccer Association (OSA) encourages the inclusion of all participants in soccer as players, coaches, referees and administrators. The growth at the grassroots is exciting and we continue to collaborate on an ongoing basis with Clubs, District Associations and the National Association. The OSA is committed to achieving barrier free accessibility for all persons with disabilities that seek services or products of soccer in Ontario. The expectations of the Customer Service standard are consistent with providing the best soccer experience and the best experience for all who seek services within soccer organizations.

RHSC aims to provide all members with information about accessibility related resources as well as inform all customers of the OSA's policies and procedures. By law, all organizations with at least one staff, contractors, and volunteers are required to complete accessibility training.

### 13.1 Club Accessibility Standards for Customer Service

#### 13.1.1 Definitions

The following terms have these meanings in this policy:

- a) "**Assistive Devices**" – An auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (ie: canes, crutches, wheelchairs, or hearing aids).
- b) "**Disabilities**" – As per the Ontario Human Rights Code, disability means:
  - i. 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 coordination, blindness or visual impairment, 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;
  - ii. a condition of mental impairment or a developmental disability;
  - iii. a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - iv. a mental disorder; or

- v. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safe and Insurance Act, 1997; (“handicap”)
- c) “**Employees**” – Every person who deals with members of the public or other third parties on behalf of [insert name of organization], whether the person does so as an employee, agent, volunteer or otherwise.
- d) “**Organization**” – **The Richmond Hill Soccer Club (RHSC)**
- e) “**Persons with Disabilities**” – Individuals who are afflicted with a disability as defined under the Ontario Human Rights Code (noted above).
- f) “**Service Animals**” – Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- g) “**Support Persons**” – Any person whether a paid professional, volunteer, family member, or friend who accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

### **13.1.2 Purpose**

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 an Organizational policy for governing the provision of its goods and services to persons with disabilities.

### **13.1.3 Scope and Application**

This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Organization whether the person does so as an employee, agent, volunteer or otherwise. Failure to comply with this policy may result in disciplinary action up to and including termination.

### **13.1.4 Commitment**

The Organization is committed to excellence in serving all customers/members including people with disabilities. As such, the Organization will use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- The good or services will be provided in a manner that that respects the dignity and independence of persons with disabilities.
- 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.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use personal assistive devices and/or support persons in the access of goods and services.
- 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.

### **13.1.5 Practices and Procedures**

To implement this Policy, the Organization shall establish, evaluate and revise the practices and procedures noted below, as required on providing goods and/or services to persons with disabilities, while following these four core principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

#### **13.1.5.1 Assistive Devices**

The Organization will ensure that staff is trained and familiar with various assistive devices that may be used by customers/members with disabilities while accessing our goods or services. Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.

The Organization currently provides the following types of assistive devices at most indoor and some outdoor facilities:

- Wheelchair ramps
- Wheelchair accessible public washrooms and change rooms, including showers, at recreation facilities
- Written documents/policies

#### **13.1.5.2 Communication**

The Organization will offer a variety of methods of communication and interact with people with disabilities in ways that take into account their disability.

### **13.1.5.3 Service Animals**

Service animals offer independence and security to many people with various disabilities. The Organization welcomes people with disabilities and their service animals on the parts of our premises that are open to the public.

Examples of service animals include:

- Dogs used by people who are blind
- Hearing alert animals for people who are deaf, deafened or hard of hearing
- Animals trained to alert an individual to an oncoming seizure and lead them to safety.

Every employee will allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the person with a disability. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with the disability.

When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behavior), an employee may ask the person with a disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with a disability.

### **13.1.5.4 Support Persons**

Support people assist people with disabilities in a variety of way, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may be a volunteer, friend, or relative who will assist and support the customer/member.

Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support persons are non-participants allowed free admission to the good and/or services being accessed by the person with a disability they are accompanying.

### **13.1.5.5 Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for customers/members with disabilities such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable, the Organization will notify customers/members promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The notice will be placed at The RHSC office and on the RHSC Website.

### ***13.1.6 Training for Staff***

The Organization will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. Every provider of goods and services shall receive training on the following:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Organization's Accessibility Standards for Customer Service Policy
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to gain access to assistive devices at facilities
- What to do if a person with a disability is having difficulty in accessing the Organization's goods and services

Current employees, agents, volunteers, management, etc. shall receive training by February 28, 2013. New employees, agents, volunteers, management, etc. shall receive training as soon as "practicable" after been assigned their role. Ongoing training to changes of policies, procedures and new equipment shall be provided.

Training records shall be kept, including the dates when the training is provided, content of training and the number of individuals to whom the training was provided.

### ***13.1.7 Feedback Process***

Anyone who wishes to provide feedback on the way the Organization provides goods and services to people with disabilities can call or email the RHSC office, come in person to the RHSC office or Mail the RHSC. All feedback will be directed to the Club Manager. Customers/members can expect to hear back in 7 days. Complaints will be addressed according to the Organization's regular complaint management procedures.

### ***13.1.8 Provision of Documentation***

The Organization will upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service Policy to any person, in a format agreed upon by the parties.