



# STELLA ROSSA FOOTBALL CLUB

## Accessibility for Ontarians with Disabilities Act (AODA) Policy

### 1. Purpose

Stella Rossa Football Club (“SRFC”) is committed to meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 429/07. This policy establishes how SRFC provides accessible goods, services, and programs to persons with disabilities in a manner that respects dignity, independence, integration, and equal opportunity.

### 2. Scope

This policy applies to all SRFC employees, contractors, coaches, volunteers, directors, and any individual who interacts with members of the public or participants on behalf of the Club.

Failure to comply with this policy may result in corrective or disciplinary action.

### 3. Definitions

For the purposes of this policy:

- Disability has the same meaning as defined in the Ontario Human Rights Code
- Assistive Device means any device used to assist a person with a disability (e.g., wheelchair, hearing aid, cane)
- Service Animal means an animal trained to assist a person with a disability
- Support Person means a person who assists an individual with a disability in communication, mobility, personal care, or access to services

### 4. Principles of Accessibility

SRFC is guided by the following principles:

- A. Dignity – Services are provided in a way that respects the dignity and self-worth of persons with disabilities
- B. Independence – Persons with disabilities are supported to do things on their own when possible
- C. Integration – Services are provided in a way that allows persons with disabilities to benefit equally
- D. Equal Opportunity – Persons with disabilities have the same opportunities as others

### 5. Assistive Devices

Persons with disabilities may use their own assistive devices when accessing SRFC programs and services. SRFC will ensure staff and volunteers are familiar with commonly used assistive devices.

Current accessibility features include, where available:

- Ground-level or ramp access to facilities
- Elevator access where applicable
- Written policies and digital materials
- Website accessibility features, including enlarged text options

### 6. Communication



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SRFC will communicate with persons with disabilities in ways that take into account their disability and will make reasonable efforts to provide accessible formats upon request.

## 7. Service Animals

Service animals are permitted in all areas of SRFC premises open to the public unless excluded by law. Where exclusion is required, SRFC will explain the reason and explore alternative accommodations.

If a service animal is disruptive or poses a safety risk, reasonable steps will be taken to continue service without the animal present.

## 8. Support Persons

Persons with disabilities may be accompanied by a support person at no additional cost. This applies to all SRFC programs, meetings, and events.

Notice of this policy is posted on the Club website and available upon request.

## 9. Notice of Temporary Disruption

SRFC will provide notice of any planned or unexpected disruption to accessible facilities or services. Notices will include the reason for the disruption, expected duration, and alternative options if available. Notices will be posted on the website and at affected facilities.

## 10. Training

SRFC provides accessibility training to employees, coaches, volunteers, and directors who interact with the public. Training includes:

- Overview of AODA and customer service standards
- Communication with persons with disabilities
- Use of assistive devices, service animals, and support persons
- Responding to accessibility barriers

Training records are maintained.

## 11. Feedback

Feedback regarding accessibility may be submitted to: [stellarrossafc@outlook.com](mailto:stellarrossafc@outlook.com)  
SRFC will respond within 7 business days.

## 12. Availability of Documents

This policy and related documentation are available upon request in accessible formats.