



Inclusive Environments / AODA Hamilton Sparta

January 2012

Agenda

- ▶ Person First Language
- ▶ Reminders...
- ▶ AODA
 - ▶ What is it?
 - ▶ Essential Principles of AODA
 - ▶ What are the Hamilton Sparta Soccer Club Policies



People-First Language

- ▶ Language is a reflection of how people see each other, this is why language must be used that reflects the dignity of people with disabilities
- ▶ A disability does not define a person and we don't want to limit a person by preconceptions of their disability
- ▶ This is done by using words that put the person first, not the disability
- ▶ It is important to note that some people with disabilities have their own preferences about how we discuss their disability
- ▶ When in doubt, you can observe and listen to the language that the person is using and take your cues from what is being said
- ▶ Refer to a person's disability *only when it's relevant*



Words with Dignity

Instead of...

- ▶ Disabled, handicapped
- ▶ Crippled by, suffering from, victim of
- ▶ Confined, dependent or restricted to a wheelchair
- ▶ Deaf and dumb, hearing impaired
- ▶ Retarded, Mentally retarded
- ▶ The autistic person

Use...

- ▶ Person with a disability
- ▶ Person who has, or person with
- ▶ Person who uses a wheelchair
- ▶ Person who is Deaf, hard of hearing
- ▶ Person with a developmental disability
- ▶ Person with autism



Remember...

- ▶ **Don't make assumptions:** about people or their disabilities. Do not assume you know what someone wants, feels, or what is best for them. If you have a question about what to do, how to do it, what language or terminology to use, or what assistance to offer, it's okay to ask. That person should be your first and best resource.



Remember...

- ▶ **Ask before you help.** Before you help someone, ask if they would like help. In some cases a person with a disability might seem to be struggling, yet they are fine and would prefer to complete the task on their own. Follow the person's cues and ask if you are not sure what to do. Don't be offended if someone declines your offer of assistance.



Remember...

- ▶ **Speak normally.** Some people have a tendency to talk louder and slower to people with disabilities; *don't*. Don't assume that because a person has one disability, that they also have a cognitive disability or is hard of hearing.
- ▶ For example, a person with cerebral palsy might use a wheelchair, have uncontrolled upper body movements, have difficulty speaking, and yet have very good hearing, cognitive abilities, and intelligence.



Remember...

- ▶ **Be aware of personal space.** Some people who use a mobility aid, such as a wheelchair, walker, or cane, see these aids as part of their personal space. Don't touch, move, or lean on mobility aids. This is also important for safety.



What is AODA? Who does it apply to?

▶ What

- ▶ AODA stands for Accessibility for Ontarians with Disabilities Act
- ▶ Concerns developing, implementing, and enforcing accessibility standards for Ontarians with disabilities.
- ▶ Must be in compliance by January 1st 2012

▶ Who

- ▶ The definition of disability under the AODA is:
 - ▶ Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
 - ▶ Diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness, or physical reliance on a dog or other animal, or on a wheelchair or other remedial appliances or device
 - ▶ A condition of mental impairment or a developmental disability
 - ▶ A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
 - ▶ A mental disorder
 - ▶ An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997



Preamble

- ▶ Hamilton Sparta Soccer Club strives to provide safe and accessible services for all members, volunteers, and staff. To this end Hamilton Sparta Soccer Club is committed to ensure that all persons with disabilities are treated equally with respect to the delivery of programs and services.
- ▶ The Accessibility Policies are designed to inform and educate members, staff and volunteers that the Hamilton Sparta Soccer Club is dedicated to adhering to the requirements of the *Accessibility for all Ontarians with Disabilities Act, 2005, O.Reg. 429/07* and is committed to providing accessible services to all members.
- ▶ This policy and all other information regarding this policy will be accessible in all YMCA operational sites in addition to be posted on our web site at www.hamiltonsparta.com



AODA Principles

- ▶ All YMCA AODA Policies and Procedures must embody all of the four principles below:
 - ▶ Dignity
 - ▶ Independence
 - ▶ Integration
 - ▶ Equal Opportunity



Dignity

- ▶ The principle of respecting the dignity of a person with a disability means treating them as customers and clients who are as valued and as deserving of high quality and timely service as any other customer.
- ▶ Persons with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience. The delivery of goods and services must take into account how persons with disabilities can effectively access and use them.



Independence

- ▶ In some instances, independence means freedom from control or influence of others – freedom to make one's own choices.
- ▶ In other situations, it may mean the freedom to do things in one's own way.
- ▶ People who may move or speak more slowly or differently must not be denied an opportunity to participate in a program or service because of this.
- ▶ Staff must allow persons with disabilities to take the time they need, without rushing them or taking over a task for them if someone prefers to do it themselves in their own way.



Integration

- ▶ The provision of goods or services to persons with disabilities and others must be integrated to allow persons with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.
- ▶ Integration means that policies, programs and services including practices and procedures are designed to be accessible to everyone, including persons with disabilities.



Equal Opportunity

- ▶ Equal opportunity means having the same chances, options, benefits and results as others.
- ▶ In the case of services it means that persons with disabilities have the same opportunity as others to obtain, use and benefit from the way goods or services are provided.
- ▶ They should not have to make significantly more effort to access or obtain services. They should also not have to accept lesser quality or more inconvenience.



Policy Overview

- ▶ In accordance with AODA, the Hamilton Sparta Soccer Club has established policies in the following areas:
 - ▶ Assistive Devices
 - ▶ Service Animals
 - ▶ Support Persons
 - ▶ Communication
 - ▶ Notice of Service Disruption
 - ▶ Feedback
 - ▶ Training



Policy #1: Assistive Devices

- ▶ Hamilton Sparta Soccer Club will ensure that methods of communication will be available in any modality that is deemed reasonable when accessing Hamilton Sparta Soccer Club programs and services.
- ▶ Hamilton Sparta Soccer Club is committed to providing service excellence in the delivery of all programs and services to its members who may require the use of assistive devices.
- ▶ Hamilton Sparta Soccer Club will train its employees and volunteers to ensure that they are familiar with the various types of assistive devices that may be used by persons with disabilities when accessing our programs and services.



Policy #2: Service Animals

- ▶ Under the Accessibility for Ontarians with Disabilities Act, an animal is deemed to be a service animal for the purposes of assisting a person with a disability based on the following criteria:
 - ▶ (a) If it is *readily apparent* that the animal is used by the person for reasons relating to his or her disability; or
 - ▶ (b) If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

- ▶ If it is not readily apparent that the animal is a Service Animal, Hamilton Sparta Soccer Club may ask the person with a disability for a letter from a physician confirming that the person requires the animal for reasons relating to his/her disability.



Service Animals – Good Practice

- ▶ Should a conflict arise concerning a service animal on site, (e.g., with another staff member who is allergic or fearful about an animal), managers are responsible for finding a solution acceptable to all parties.
- ▶ The best solution will be one that respects each individual's right to a safe, secure and accessible work environment.
 - ▶ For example, one solution may be to assign another staff member to provide the service, so that an allergic or fearful staff member can be distanced from the animal.



Policy #3: Support Persons

- ▶ Under the Accessibility for Ontarians with Disabilities Act, a support person means, in relation to a person with a disability:
 - ▶ Another person (hired or chosen) who accompanies him/her in order to help with communication, mobility, personal care or medical needs, or with access to goods or services.
 - Personal Care in accordance with the AODA standards may include but not limited to:
 - Physically transferring an individual from one location to another
 - Assisting an individual with eating or using the washroom
 - Medical Needs in accordance with the AODA standards may include but not limited to:
 - Monitoring an individual's health
 - Providing medical support by being available in the event of a medical situation/emergency (i.e. seizure)
 - ▶ The support person can be a paid personal support worker, a volunteer, a friend or a family member
 - ▶ He/She does not need to have special training or qualifications to fulfill the role of a support person.



Support Persons Continued

- ▶ Any person with a disability who is accompanied by a support person will be allowed to enter Hamilton Sparta Soccer Club premises which are open to the public or other third parties with his or her support person.
- ▶ A person with a disability who is accompanied by a support person will not be prevented from having access to his or her support person while on Hamilton Sparta Soccer Club premises.
- ▶ Hamilton Sparta Soccer Club may require a person with a disability to be accompanied by a Support Person where it is necessary to protect the health and safety of the person with a disability or the health or safety of others on the premises.

Support Fees

- ▶ Hamilton Sparta Soccer Club will not charge fees to any/all support persons that accompany a person with disabilities.
- ▶ However, a support person must at all times be functioning as a support person



Support Persons – What you need to know

- ▶ All support persons who will have access to other children or vulnerable persons through direct program participation must submit a CRC before they are allowed access to any Hamilton Sparta Soccer Club Programming



Policy #4: Communications

- ▶ Hamilton Sparta Soccer Club will make every effort to communicate with persons with disabilities in ways that take into account their disability. This means employees/volunteers will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting Hamilton Sparta Soccer Club goods, services and facilities.

- ▶ Hamilton Sparta Soccer Club will train staff to communicate with individuals wishing to access Hamilton Sparta Soccer Club goods and services on how to most effectively interact and communicate with persons with various types of disabilities.

- ▶ All communications must be able to be provided/available in:
 - ▶ Paper Form
 - ▶ Electronic Form
 - ▶ Large Print
 - ▶ Other as may be determined



Communications – What you need to know

- ▶ Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person* or *the disabled*.
- ▶ Use the term *disability* or *disabled*, not *challenged* or *handicapped* or other *outdated* terms. Outdated terms may convey insensitivity and disrespect to persons with disabilities.
- ▶ It is best to wait until an individual describes his or her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and assumptions may be wrong.
- ▶ Please refer to, **“Talk about disabilities: Choose the right word”** for more examples and details



Policy #5: Service Disruptions

- ▶ In the event that there is a temporary disruption in the availability of facilities, programs or services, Hamilton Sparta Soccer Club shall give notice of the reason for the disruption, the date(s) of disruption, anticipated duration and a description of alternative facilities or services, if any, that may be available.

- ▶ Hamilton Sparta Soccer Club will ensure that all communication postings will be prepared in an accessible manner.
 - ▶ Accessible manner may include, but not limited to:
 - Online via web site
 - Via coaching staff who will be informed and able to provide information to visitors and/or callers

- ▶ All notices will provide the following information:
 - ▶ The reason for disruption
 - ▶ How long the disruption is expected
 - ▶ What alternative facilities or services exist

- ▶ If the disruption is planned then a notice with this information shall be provided in advance of the planned disruption



Service Disruptions – Good Practices

- ▶ Notification on the Hamilton Sparta Soccer Club website for service disruptions with few or no accessible alternatives;
- ▶ Voicemail messages and automated email responses by staff in locations affected by the closure;



Policy #6: Feedback

- ▶ Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve Hamilton Sparta Soccer Club services.
- ▶ Feedback received will be redirected to the most appropriate contact person within the Club.

****Note** Hamilton Sparta Soccer Club will make every reasonable effort to respond to feedback promptly. However, some feedback may require more time to review and implement – the Club requests that those providing feedback respect this process.**



Policy #7: Training

- ▶ The Hamilton Sparta Soccer Club will provide the appropriate training to all members of the staff and volunteer teams.
- ▶ Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.
- ▶ Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.
- ▶ The Club will dedicate one member of the Executive to be a key contact for questions regarding AODA concerns



Training Continued

- ▶ All YMCA AODA Training will include:
 - ▶ A review of the purpose of the AODA and its regulations.
 - ▶ How to interact and communicate with persons with disabilities.
 - ▶ How to interact with persons with disabilities who use assistive devices or service animals, guide dogs or support persons.
 - ▶ How to use any technical devices or equipment that are located on club premises or that the organization provides.
 - ▶ What to do if a person with a disability is having difficulty accessing club programs and/or services.



Training – Good Practices

- ▶ In addition to the preliminary AODA training, all departments should infuse Accessibility training into your monthly trainings
 - ▶ Try to cover:
 - ▶ Preparing accessible documentation
 - ▶ How to write in plain language
 - ▶ Training on how to take into account disability needs when designing and delivering club services, facilities and goods
 - ▶ Defining and identifying barriers in your workplace



▶ Thank you.... Questions?

