



## ***Accessibility for Ontarians with Disabilities Act Policy*** **(Last update: August, 2025)**

London TFC/FC London is committed to ensuring equal access for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* and Ontario's accessibility laws.

London TFC/FC London is committed to meeting its current and ongoing obligations under the Ontario *Human Rights Code* respecting non-discrimination.

London TFC/FC London understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario *Human Rights Code* or obligations to people with disabilities under any other law.

London TFC/FC London is committed to excellence in providing access to facilities to all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

### **Training**

We are committed to training all staff and volunteers on the contents of this policy; in accessible customer service; accessibility standards; and aspects of the Ontario *Human Rights Code* that relate to persons with disabilities. We are committed to educating ourselves and our employees and volunteers about: the purpose of the AODA and the requirements of this 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 use the equipment or devices available on-site or otherwise that may help with providing services or facilities to people with disabilities; and what to do if a person with a disability is having difficulty in accessing our organization's services or facilities.

### **Assistive Devices**

People with disabilities may use their personal assistive devices when accessing our facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our facilities.

## Communication

London TFC/FC London is committed to communicating with people with disabilities in ways that take into account their disability. We will work with the person with disabilities to determine what method of communication works for them.

## Service Animals

London TFC/FC London welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. When we cannot easily identify that an animal is a service animal, our staff may ask for documentation from a regulated health professional<sup>1</sup> that confirms the person needs the service animal for reasons relating to their disability.

## Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Where an entry fee is normally required for attendance (i.e. spectators at a League 1 or League 2 home match), the entry fee will not be charged for support persons.

## Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, London TFC/FC London will notify customers promptly via e-mail. In addition, a 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.

## Feedback Process

London TFC/FC London welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns. Feedback may be provided via e-mail to [manager@fclondon.ca](mailto:manager@fclondon.ca). Feedback will be directed to the Board of Directors and complainants can expect to hear back in 7 days. London TFC/FC London will ensure that our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

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<sup>1</sup> A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

## **Notice of Availability of Documents**

This document and any other documents relating to our policies and procedures are available upon request in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

This document is publicly available on our website at <https://www.fclondon.ca/aoda-policy>.