



Vancouver United FC's Commitment to Providing services and facilities to people with disabilities

Vancouver United FC (VanU) is committed to meeting its current and ongoing obligations respecting non-discrimination.

VanU is committed to excellence in serving 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.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our services or 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 goods, services or facilities.

Please note that the VanU office, located on the third floor in the south west corner of Jericho Village has an elevator located in the north east corner of the building. There is also a handicapped parking spot located on the ground level parking lot directly outside the door closest to our office.

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods, services or facilities.

Communication

We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

Service animals are prohibited from the following areas:

- On artificial turf fields and/or inside the perimeter fences that enclose them.

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.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities VanU will notify customers 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 made publicly available in the following ways:

- Emails to VanU families
- Posting on social media channels
- Posting on VanU website

Training

VanU will provide accessible customer service training to all employees and coaches.

Training will include:

- VanU policies related to the customer service standard
- 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 goods, services or facilities to people with disabilities.
- what to do if a person with a disability is having difficulty in accessing services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

VanU welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

- Emails to VanU families
- Posting on social media channels
- Posting on VanU website

Customers who wish to provide feedback on the way VanU provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Email the Director of Operations
- Call the office and ask for the Director of Operations
- Arrange a meeting with the Director of Operations

All feedback, including complaints, will be handled in the following manner:

- Feedback will be directed to the Director of Operations

Customers can expect to hear back in five business days.

VanU will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

VanU will notify its members that documents related to accessible customer service, are available upon request by posting a notice on its website here:

<https://vancouverunitedfc.com/policies>

VanU will provide this document 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.

Modifications to this or other policies

Any policies of VanU that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.