



# Inclusive Registration Process

Ottawa's Equity, Diversity, and Inclusion Resource Hub for Sport

## Understanding Why

Registration processes can unintentionally exclude equity-deserving groups. By creating a registration process that considers the information required and potential registration barriers, we can provide a more welcoming space for participation in sport.



## Creating Inclusive Registration Processes

### 1 Information



When it comes to registering individuals for sports, we must be mindful of the historical challenges faced by underrepresented groups when providing their personal information.

### 2 Navigating Barriers



Not only does our programming need to be inclusive but so does the registration process. There are a number of barriers or challenges we need to think about during this process.

### 3 Accessibility



When designing the registration process for sports programs, it's essential to consider accessibility factors to ensure that all individuals, regardless of their abilities or circumstances, can participate and have a positive experience.



## Part 1 : Information

When it comes to registering individuals for sports, we must be mindful of the historical challenges faced by underrepresented groups when providing their personal information. In the past, such data has been misused and used against the very communities that shared it. As a result, some communities may exhibit hesitancy when asked to provide information they deem unnecessary. To create a more inclusive and trust-based registration process, it is essential to consider several factors.

1

What is the **minimum information required** from participants to ensure their involvement while respecting their privacy.

2

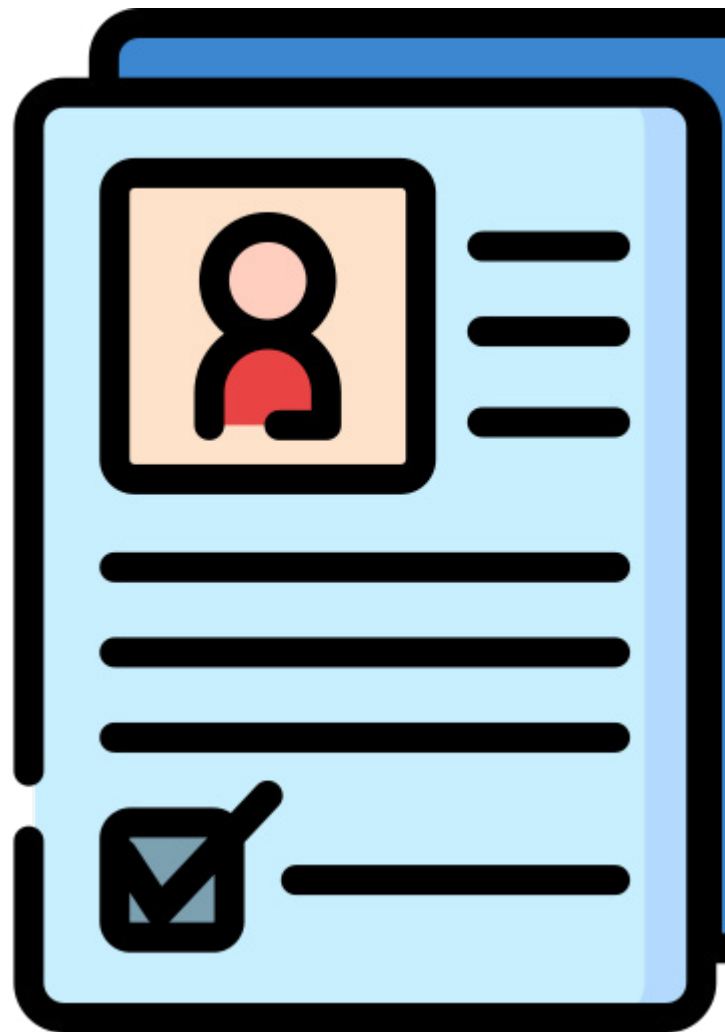
The need for transparency about **how the collected data will be utilized**, ensuring it is solely used for the purpose of sports registration and related activities.

3

**Who will have access** to this information, guaranteeing that it remains within the necessary confines of the sports organization.

4

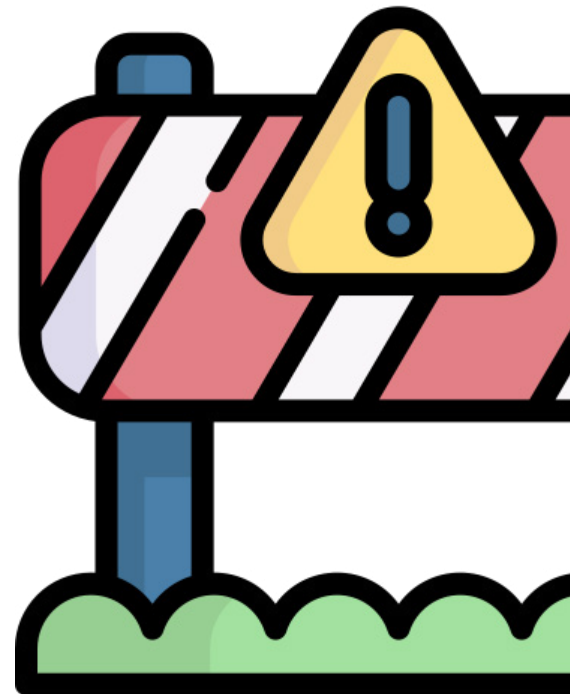
After the program is finished, what are the **protocols for the secure disposal of any unnecessary data** to safeguard the privacy and peace of mind of all participants.





## Part 2: Navigating Barriers

Not only does our programming need to be inclusive but so does the registration process. There are a number of barriers or challenges we need to think about during this process:



1

### Divisions Divided by Gender

Several sports have traditionally been divided between male and female participants, but not everyone fits neatly into these binary categories. Let's take a moment to contemplate whether such divisions are truly necessary for participation. At a minimum, genders should be recognized as woman/girl; man/boy; non-binary; choose to self-describe.

2

### Language

Language and cultural differences can create barriers for guardians trying to navigate the registration process or communicate with coaches and organizers effectively. Consider what technology could be used to assist in completing the registration process and close the gap between different languages and forms of communication.

**DID YOU KNOW** - Some organizations have incorporated tablets and online forms into the registration process due to the tablet's ability to translate the form's content into multiple languages.

3

### Payment

For families facing financial constraints, registration fees can pose a significant barrier, impeding their children's participation in sports activities. To address this, it is crucial to ensure that all available payment assistance programs (e.g., Jumpstart, KidSport, etc.) are effectively communicated to all families. Additionally, collaborating with your treasurer or association's finance team to establish flexible payment plans for those in need can offer further support/reduce barriers and therefore, increase participation.



## Part 2: Navigating Barriers

4

### Time Constraints

Some players may face challenges such as busy schedules, unreliable transportation, or conflicting commitments, which could hinder their regular attendance at practices, games, or events. To promote inclusivity, it is essential to determine the minimum number of events a player must attend to remain an active participant. Additionally, programs should develop strategies to accommodate individuals who may miss time due to circumstances beyond their control. This information should be provided during the registration process.

5

### The “Unwritten Expectations/Understanding”

Almost every league and program come with a learning curve that affects full participation. Ensuring that all participants are well-informed, have access to relevant materials and are given clear expectations is vital for a smooth and inclusive experience. Is everything they need to know provided during the registration process? Are there any additional documents that should be shared before the program commences? Are there any specific links they can check regularly for changes/modification to the schedule etc.

6

### Who is Registering the Participant

Across many cultures and for many varied reasons, the person registering a child for a sports program may not always be the child’s parent or legal guardian. There are several situations where this can happen including extended family members (i.e., aunt, uncle) or a community organization is registering as part of any effort to ensure the participant remains physically active. To address these complexities, sports organizations and programs should have clear guidelines and procedures to ensure that all necessary consents and information are obtained to facilitate a smooth and secure registration process for all participants.

7

### Consider dates and times of registration opening

Do your registration dates land on a cultural or religious celebration that would limit some communities from registering? (I.e.: we would not open registration on Christmas day).



## Part 3: Accessibility

When designing the registration process for sports programs, it's essential to consider accessibility factors to ensure that all individuals, regardless of their abilities or circumstances, can participate and have a positive experience. Here are some accessibility factors to consider:

1

### Clear and Simple Language

Use plain and straightforward language in all registration materials. Avoid using jargon, acronyms, or complex terms that may be difficult to understand.

2

### Digital Accessibility

Ensure that the online registration platform is accessible to people with disabilities. This includes providing alternatives for visual content (i.e., alt text for images) and ensuring compatibility with screen readers for those who experience visual impairments/blindness or are partially sighted.

3

### Multiple Registration Options

Offer various registration methods. Consider online, phone, and in-person options. This allows individuals who may not have internet access to participate. If in-person registration is required, ensure that the registration location is accessible to individuals with mobility challenges.

4

### Additional Assistance for Communication

Provide multiple channels of communication (i.e., email, phone, in-person) to accommodate different communication preferences. Display contact information for registration support, where participants can seek assistance or ask questions if they encounter difficulties.

