



MULTI-YEAR ACCESSIBILITY PLAN

INTRODUCTION AND STATEMENT OF COMMITMENT

The Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA) required the Carrying Place Golf & Country Club (“Carrying Place”) to develop a multi-year plan every five years to prevent and remove barriers for persons with disabilities. Every five years, Carrying Place sets a course to prevent, identify and remove barriers for persons with disabilities. Through its multi-year accessibility plan, Carrying Place aims to become barrier-free by 2025.

This course includes complying with the following accessibility standards:

- Customer Service
- Information and Communications
- Employment
- Transportation (not applicable)
- The Built Environment

The 2014-2019 accessibility plan will help inform planning requirements under the Integrated Accessibility Standards Regulation (Integrated Regulation) enacted in July 1, 2011 under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA requires Carrying Place to develop, implement, and enforce accessibility standards so that goods, services, facilities, accommodation, employment, buildings, structures and premises are accessible to persons with disabilities.

The multi-year accessibility plan outlines the specific steps Carrying Place is taking to improve opportunities for persons with disabilities and comply with the phased-in requirements of the Regulation that began on January 1, 2012. Carrying Place remains committed to improving accessibility through the identification, removal and prevention of barriers in our Club.

POLICY

Carrying Place Golf & Country Club will establish, implement and maintain a multi-year accessibility plan, which outlines the Club’s strategy to prevent and remove barriers and meet its requirements. Specifically, the multi-year plan will:

- a) Provide a framework for developing cohesive accessibility initiatives which identify, remove and prevent barriers
- b) Set annual goals for specific improvements to accessibility
- c) Establish action plans for meeting those goals and initiating accountability at various levels
- d) Seek input and suggestions from the wider organizational community

PURPOSE

The purpose of this Statement of Policy and Procedure is to create a workable multi-year accessibility plan that outlines the Club's strategy to prevent and remove barriers and meet its requirements under the Integrated Regulation. This plan will meet the needs of all customers and employees with disabilities, and provide a mechanism for planning, reviewing and evaluating the implementation of the AODA Accessibility Standards.

RESPONSIBILITY

This policy applies to members; guests; employees; volunteers; applicants for employment with Carrying Place who may require employment accommodation through the recruitment, assessment, selection, and hiring process; contractors and subcontractors engaged by Carrying Place and any other third party providing goods, services or facilities on Carrying Place's behalf.

It is the responsibility of Carrying Place to assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities. It is the responsibility of Carrying Place to address the identified barriers and develop a five-year plan for the removal and prevention of these barriers.

Carrying Place will post the plan on the Club website, and provide all information relating to the plan in alternative formats upon request. Carrying Place will review and update the plan at least once every five years.

MULTI-YEAR ACCESSIBILITY PLAN

GENERAL REQUIREMENTS

Requirements	Planned Action	Compliance Date
Accessibility policies, practices and procedures	<p>Carrying Place will draft a policy that addresses how it achieves or will achieve accessibility through meeting the requirements in the IASR.</p> <p>The policy must be publicly available on Club website and on the premises. Carrying Place will provide the policy in alternative formats upon request.</p>	Jan / 2014
Multi-year accessibility plan	<p>Carrying Place will develop a multi-year plan outlining a strategy to prevent and remove barriers and address the current and future requirements of the AODA.</p> <p>The Club will:</p> <ul style="list-style-type: none"> • Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities • Post the plan on the Club website and have available at reception • Provide all information relating to the plan in alternative formats upon request • Review and update the plan at least once every five years 	Jan / 2014
Self-service kiosks	<p>When Carrying Place does make use of self-service kiosks available to its members, guests and/or employees, it will have regard for accessibility features when designing, procuring or acquiring self-service kiosks.</p>	N/A
Training	<p>Carrying Place will provide training to all employees and contractors on the requirements of the Regulation and on the Human Rights Code as it pertains to persons with disabilities.</p> <p>The type and intensity of training on the requirements of accessibility standards and the Human Rights Code will vary according to the duties of the employee, volunteers or others.</p> <p>Carrying Place will maintain a record of the dates when training is provided and the number of individuals to whom it was provided. Training will reoccur when there are changes to the accessibility policies.</p>	Jan / 2015

INFORMATION AND COMMUNICATIONS STANDARD

Requirements	Planned Action	Compliance Date
Emergency procedures, plans, or public safety information	<p>Carrying Place, in cooperation with the Joint Health & Safety Committee, will assess our current emergency procedures for barriers to persons with disabilities during an emergency. We will update our procedures to ensure that staff remember to take into consideration the various disabilities, and ensure their needs can be met during an emergency.</p> <p>Upon request, our emergency procedures can be provided in an accessible format or with communication supports as soon as practicable. We will consult with the person with the disability in the cause of such a request for an alternative accessible format.</p>	Jan / 2012
Accessibility policies, practices and procedures	<p>Commit to making information and communication systems and platforms accessible to persons with disabilities and address how it will be achieved.</p> <p>This policy will be made available on the premises and on the Club website. This policy will be provided in an alternative format upon request.</p>	Jan / 2014
Multi-year plan	<p>Assess barriers to information and communications systems/platforms.</p> <p>Determine the accessibility of Carrying Place's information components and systems.</p> <p>Establish a practice that Club documents be created in a structured electronic format to allow for easier conversion to accessible formats.</p> <p>Establish a Club standard for documents that will be as accessible as possible without need for accessible formats (i.e., font style, font size, colour contrast, plain language).</p> <p>This plan will be posted in a visible place on the premises and on the Club website, and can be provided in alternative formats upon request.</p>	Jan / 2015

Requirements	Planned Action	Compliance Date
<p>Taking a person's disability into account when communicating or providing information in accessible formats and communication supports</p>	<p>Assess and review the communication needs of people with visual, hearing, learning, and cognitive disabilities and the barriers to communication that exist in the Club.</p> <p>Explain how to produce and deliver alternately formatted material essential to the Club, and what those materials are.</p> <p>Post a notice on the Club website and on the premises that information is available in a variety of accessible formats.</p> <p>When an alternate accessible format and communication support is requested, a person with a disability will be consulted.</p> <p>Have a process in place for members/guests to request and be provided with information and communication in an accessible format.</p> <p>Explain when an accessible format is not feasible.</p> <p>Post this information on the Club website or in a conspicuous place on the premises.</p>	<p>January 1, 2016</p>
<p>Feedback</p>	<p>Provide, upon request, accessible formats and communication supports for receiving and responding to feedback from persons with disabilities regarding the Club's information and communication systems and/or documents.</p> <p>This feedback process should not detract from the feedback process required under Accessibility Standards for Customer Service.</p> <p>This process must be arranged in a timely manner, taking into consideration the nature of the person's disability, at no more than the regular cost charged to other persons.</p> <p>Notify the public about the availability of the accessible formats and the communication supports feedback process.</p>	<p>January 1, 2015</p>

Requirements	Planned Action	Compliance Date
<p>Accessible websites and web content</p>	<p>The Club will work to obtain a budget and find resources in order to improve web accessibility.</p> <p>Train in-house IT person and/or Web designer, or secure services of Web designer that is knowledgeable of accessibility.</p> <p>Commit and plan to make website accessible and outline the course of actions and timelines the Club will take to achieve web accessibility based on the results of the assessment and compliance with the law.</p> <p>Conduct an assessment of the Club's website and test for accessibility.</p> <p>Obtain tools and resources to build or make website accessible, and train the people who will use the software to make the website accessible.</p> <p>Develop accessible website and Web content that conforms with WCAG 2.0 level A and eventually that conforms to the WCAG 2.0 level AA.</p> <p>Launch accessible website.</p> <p>Monitor website accessibility and compliance with the guidelines and the law.</p>	<ul style="list-style-type: none"> • By January 1, 2014; new internet websites and web content on those sites must conform with WCAG 2.0 Level A • By January 1, 2021; All internet websites and web content must conform with WCAG 2.0 Level AA, other than success criteria 1.2.4 Captions (Live), and success criteria 1.2.5 Audio Descriptions (Pre-recorded)]
<p>Training</p>	<p>Provide staff training to all employees, volunteers, and persons participating in the development and approval of Club's policies, practices and procedures on website accessibility.</p>	

EMPLOYMENT STANDARD

Requirements	Planned Action	Compliance Date
Workplace Emergency response information	<p>The Club will provide individualized workplace emergency response information to employees who have disclosed a disability.</p> <p>With the employee's consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>The individualized workplace emergency response information will be reviewed:</p> <ul style="list-style-type: none"> • When the employee moves to a different location in the Club • When the employee's overall accommodations needs or plans are reviewed, and • When the employer reviews its general emergency response policies 	January 1, 2012
Assessment of barriers in employment	Identify, remove and prevent barriers in employment by evaluating existing policies and procedures as well as the overall workplace.	
Recruitment	<p>Promote employment opportunities for the designated groups, including persons with disabilities.</p> <p>On the Club's website and on job advertisements, specify that accommodation is available for job applicants with disabilities. Inform candidates about the availability of accommodations:</p> <ul style="list-style-type: none"> • when called for an interview • during the selection process • at the time of job offer • at orientation 	January 1, 2016
Support information for employees	<p>Inform employees of policies and supports for employees with disabilities as soon as practicable after new employees begin employment.</p> <p>Update information provided to employees as policies change.</p>	January 1, 2016
Accessible formats and communication	Upon request by an employee with a disability, provide accessible formats and communication supports for information in the workplace in consultation with the employee making the request.	January 1, 2016

Requirements	Planned Action	Compliance Date
Documented individualized plans	<p>Develop a written process for developing individual accommodation plans for employees with disabilities.</p> <p>Develop and implement a return-to-work process for employees absent due to disabilities who require accommodation to return to work.</p> <p>Document the process.</p>	January 1, 2016
Performance assessment, career development and advancement, and redeployment	Take into account the accessibility needs and accommodation plans of employees with disabilities for performance management, career development and redeployment.	January 1, 2016
Training	Provide training in respect of any changes to the policies described in the employment standard section of the Regulation.	

ONGOING TRANSPORTATION STANDARD

This standard does not apply to Carrying Place Club.

BUILT ENVIRONMENT STANDARD

This standard is not yet law and Carrying Place is committed to greater accessibility in, out of, and around the buildings we use. When the standard comes into force or (when practicable) before that happens, Carrying Place will ensure that facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.