

## Kingsville Golf & Country Club

### Accessibility for Ontarians with Disabilities Act, 2014

#### Integrated Accessibility Standards – Multi Year Plan

Section	Initiative	Description	Action	Status	Compliance Date
3	Establishment of Accessibility Policies	3.(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation.	Draft policy and submit for approval	pending	January 1 2014
4	Accessibility Plans	4.(1) Large organizations shall, a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation; b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and c) review and update the accessibility plan at least once every five years.	Research and draft a plan.  Identify barriers and solutions through committee to complete plan  Submit plan for approval,  HR will review Jan 1, every year	ongoing	January 1 2014
6	Self-Serve Kiosks	6.(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.	Identified all kiosks and will consider accessibility during the replacement cycle (only applies to handicap computer when it is time to replace we will procure a computer that is ADOA compliant, Pro Shops staff will input any scoring needed until then	pending	January 1 2015
7	Training	7.(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to, (a) all employees, and volunteers; (b) all persons who participate in developing the organization's policies; and (c) all other persons who provide goods, services or facilities on behalf of the organization.	Continue to train staff/volunteers as required. Each year the staff will be retrained at orientation	ongoing	January 1 2015

#### **Part II – Information and Communications Standards**

Section	Initiative	Description	Action	Status	Compliance Date
11	Feedback	11.(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request.	Conduct a review of all feedback processes across the organization (internally and externally). Consult with all functional areas to make sure all feedback processes are captured.  An internal process is the employee opinion survey that is provided in paper/pencil format and meets accessibility requirements for all current employees.  Ensure staff and management are aware of the need to accommodate upon request via training.	Ongoing	January 1 2015

12	Accessible Formats & Communication Supports	12.(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons.	Determine what accessible formats and communication supports we will provide to persons with disabilities upon request. This will depend on the need of the requester.  Ensure these formats and supports can be provided in a timely manner.  Communicate to staff through training that no additional charge is required.	Ongoing	January 1 2016
12		12.(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.	Communicate to staff and management this requirement as part of the training.	Ongoing	January 1 2016
12		12.(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.	Have a sign posted at front clubhouse entrance.  Post on website  Include notice on certain print materials (confirm with Marketing)	Ongoing	January 1 2016
13	Emergency Procedures, Plans or Public Safety Info	13.(1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Upon request, we will make emergency and public safety information accessible to people with disabilities and work with the person requesting the information to determine how we can meet their needs.	Ongoing	January 1 2012
14	Accessible Websites & Web Content	14.(2) Designated public sector organizations and large organizations shall make their internet website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.	Provide Marketing with resource info.  Sourcing vendors and pricing to develop accessible website  Continuously review WCAG guidelines to be informed of changes and updates	Complete  Ongoing  Ongoing  Ongoing	November 1 2013  January 1 2014 New internet websites and web content on those sites must conform with WCAG 2.0 Level A. January 1 2021 All internet websites and web content must conform with WCAH 2.0 Level AA, other than,  - Success criteria 1.2.4 Captions (Live) - Success criteria 1.2.5 Audio Descriptions (Pre-Recorded)
15	Educational & Training Resources & Materials	15.(1) Every obligated organization that is an educational or training institution shall do the following, if notification of needs is given:  1. Provide educational or training resources or materials in an accessible format that takes into account the	n/a		

		<p>accessibility needs due to a disability to whom the materials is to be provided by,</p> <p>i. procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or</p> <p>ii. arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources of materials cannot be procured obtained by other means or converted into an accessible format.</p>			
16	Training to Educators	16.(1) In addition to the requirements under section 7, obligated organizations that are school boards or educational or training institutions shall provide educators with accessibility awareness training related to accessible program or course delivery and instruction.	n/a		January 1 2013
		(2) Obligated organizations that are school boards or educational or training institutions shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.	Maintain training matrix each year		ongoing
17	Producers of Educational or Training Material	17.(1) Every obligated organization that is a producer of educational or training institutions shall upon request, make accessible or conversation ready versions of the textbooks available to the institutions.	n/a		January 1 2015 For accessible or conversion ready versions of textbooks
		(2) Every obligated organization that is a producer of print-based educational or training institutions shall upon request, make accessible or conversion ready version ready versions of the printed materials available to the institutions.	n/a		January 1 2020 For accessible or conversion ready versions of printed materials that ate educational or training supplementary learning resources.
18	Libraries of educational & training institutions	18.(1) Subject to subsection (2) and where available, the libraries of educational and training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or the conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. (2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1).	n/a		January 1 2015 For print-based resources or materials

**Part III – Employment Standard**

Section	Initiative	Description	Action	Status	Compliance Date
22	Recruitment – General	22. Every employer shall notify its employees and the public about the availability of the accommodation for applicants with disabilities in its recruitment processes.	We will include a statement in all job postings. Example: “We are an equal opportunity employer and committed to inclusiveness. If you require accommodation, we will work with you to meet your needs.”		January 1 2016
23	Recruitment , Assessment or Selection Process	23.(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used. (2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.	We will notify applicants via email and HR will handle all queries regarding accessibility.  Develop interviews guidelines and Accessible Interviewing Checklist		January 1 2016  January 2016
24	Notice to Successful Applicants	24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Will be included in the orientation training		January 1 2016
25	Informing Employees of Supports	25.(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.	Circulate policy and include in training.		January 1 2016
25		25.(2) Employers shall provide the information required under the section to new employees as soon as practicable after they begin their employment.	As part of the on boarding process.		January 1 2016
25		25.(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.	Via email and Health and Safety board postings.		January 1 2016
26	Accessible Formats & Communication Supports for Employees	26.(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for, a) information that is needed in order to perform the employee’s job; and b) information that is generally available to employees in the workplace.	Functional audit of information specific to departments  Audit of regular company-wide communications with plan to provide in accessible format.		
26		26.(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	List what the employee will require – ie. Policy, communication supports that are available		January 1 2016
27	Workplace Emergency Response Information	27.(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for	Develop process and Individual Employee Response Information Form  Identify Potential Barriers During an Emergency Response		January 1 2015

		accommodation due to the employee's disability.		
27		(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employer.	Develop process and Individual Employee Response Information Form  Identify Potential Barriers During an Emergency Response	January 1 2014
27		(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.	Part of process	January 1 2014
27		(4) Every employer shall review the individualized workplace emergency response information, a) when the employee moves to a different location in the organization ; b) when the employee's overall accommodations need or plans are reviewed; and c) when the employer reviews its general emergency response policies	Part of process	January 1 2016
28	Documented Individual Accommodation Plans	28.(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	Develop process	January 1 2016
28		28.(2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	Develop a process which outlines: An Accommodation Process Individual Accommodation Plan Functional Capacity Assessment Form	January 1 2016

29	Return to Work Process	29.(1) Every employer, other than an employer that is a small organization, a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability required them to be away from work; and b) use individual documented accommodation plans, as described in section 28, as part of the process.	Will identify steps and who is included via the Return to Work Process and implement a Job Task Analysis Form as a guide for the process.		January 1 2016
29		29.(2) The return to work process shall, a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and b) use individual documented accommodation plans, as described in section 28, as part of the process.	Will identify steps and who is included via the Return to Work Process and implement a Job Task Analysis Form as a guide for the process.		January 1 2016
29		29.(3) The return to work process referred in this section does not replace or override any other return to work process created by or under any other statute.	This will be part of our checklist (whether it's a work related or non-work related injury)		January 1 2016
30	Performance Management	30.(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.	Review current process and take into account any individual accommodation plans.		January 1 2016
31	Career Development & Advancement	31.(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development to its employees with disabilities.	Review current process and keep individual accommodation plans in mind		January 1 2016
32	Redeployment	32.(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.	Review current process and keep individual accommodation plans in mind		January 1 2016

#### Part IV – Design of Public Space Standards

Section	Initiative	Description	Action	Status	Compliance Date
80	Outdoor eating areas,	At least 20 percent of the tables are accessible to people using mobility aid. The ground leading to and under accessible tables is level, firm and stable. Enough space is clear around the accessible tables so people using mobility aid can approach the table	If we plan to build new or make major changes to these areas we will meet the accessibility Standards for the Design of Public Spaces		January 1 2017
80	Exteriors paths of travel accessible	Outdoor sidewalks, walkways, ramps, stairs, and curb ramps must follow minimum width and height requirements; the slopes of sidewalks, walkways and ramps cannot exceed certain ratios; and the surfaces of ramps and stairs must be firm, stable, and slip resistant.	N/a (we are regulated by building code). Otherwise any new building or major changes will comply with the Accessibility Standards for the Design of Public Spaces		January 1 2017

80	Accessible off street parking	<p>1. Off street parking to include wider spaces for people who use mobility aids, such as wheelchairs and to include standard-width spaces for people who use mobility assistive devices, such as canes, crutches and walkers.</p> <p>2. Off-street parking facilities must include a minimum number of each type of accessible parking space, depending on the total number of parking spaces.</p> <p>3. Accessible parking spaces must have access aisles (a space between parking spaces) that allow people with disabilities to get in and out of their vehicles.</p>	If we plan to build new or make major changes to these areas we will meet the Accessibility Standards for the Design of Public Spaces		January 1 2017
80	Service related elements ie. service counters, queuing lines and wait areas	<p>When building new or make major changes to existing service counters, must make at least one service counter accessible to people who use mobility aids, such as wheelchairs.</p> <p>Counter can be made accessible by ensuring it is low enough for someone sitting in a mobility aid and has enough clear space in front for a person in a mobility aid to approach the counter, including space for the person's knee.</p> <p>Identify all service counters with signage.</p>	If we plan to build new or make major changes to these area we will meet the Accessibility Standards for the Design of Public Spaces		January 1 2017
80	Maintenance of accessible parts of public spaces and service disruptions	Prevention and emergency maintenance procedures for the accessible parts of your public spaces, such as posting when regular maintenance occurs and providing alternatives.	In the event of a service disruptions related to outdoor areas and service related elements, we will notify the public of the service disruption through signage as well as provide alternative methods to access service.		January 1 2017

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**Doug Quick**  
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**Kingsville Golf & Country Club**

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