



# Accessibility for Ontarians with Disabilities Act (AODA)

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## What is AODA?

AODA stands for Accessibility for Ontarians with Disabilities Act (2005). The goal of this Act is to make Ontario accessible by 2025 through the development of accessibility standards. The first standard set out in the legislation was the Customer Service Standard which came into effect on January 1, 2008. All businesses and organizations had to comply with the standard by January 1, 2012.

In the coming years, businesses will see specific regulations covering:

- Accessible Information and Communication
  - Addresses access to information in person, through print, or website
- Employment
  - Addresses paid employment practices relating to employee-employer relationships e.g., Policies and practices surrounding recruitment and hiring
- Accessible Built Environment
  - Addresses access into and within buildings and outdoor spaces, doors, parking lots, etc.
- Transportation (not applicable to Islington)

## **Commitment Statements**

### **Customer Service Standard**

Islington Golf Club, Limited (Islington Golf Club) is committed to provide customer service which is consistent with the following principles; independence, dignity, integration, and equal opportunity. The Islington Golf Club will communicate its policies and procedures pertaining to its Customer Service Standard for providing goods and services to persons with disabilities and will provide where possible accessible formats upon request. See our Customer Service Policy for more detail.

## **Integrated Accessibility Standard Policy & Multi Year Accessibility Plan**

### **Policy Statement**

The purpose of this policy is to set out the requirements of Ontario Regulation 191/11 Integrated Accessibility Standards Regulations (IASR) which reflect a number of accessibility standards that Islington Golf Club is required to meet.

- General requirements, Accessibility Plans, Procurement and Training
- Accessible Information and Communications Standards
- Accessible Employment Standards
- Design of Public Spaces Standards

This policy is not intended to replace or supersede Islington Golf Club's Accessible Customer Service Policy, required by Ontario Regulation 429/07 and approved on January 1, 2012. This policy will be implemented in accordance with the time frames established by the IASR.

### **Statement of Commitment**

Islington Golf Club is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of our members and guests with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

## **Accessible Emergency Information**

Islington Golf Club is committed to providing the members and guests with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information as necessary.

## **Training**

Islington Golf Club will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to disabilities. The training will be such that best suits the duties of employees, volunteers and other staff members. The following steps will be taken to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Incorporate relevant training as it relates to people with disabilities during employees mandatory training session
- Inform new hires during the orientation of the Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities.
- Inform and train, when necessary, changes to the Islington Golf Club's policies and procedures as it relates to people with disabilities

**Kiosks** (Not applicable to Islington Golf Club, Limited)

## **Accessible Information and Communications Standard**

Islington Golf Club is committed to meeting the communication needs of our members and guests with disabilities. To ensure we meet these needs we will consult with them to determine their information and communication requirements.

## **Accessible Website and Web Content**

Islington Golf Club will take the following steps to make all new websites and content on those sites conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG 2.0) initially at Level A by January 1, 2014.

- Train in-house web designer or secure services of web designer that is knowledgeable of accessibility.
- Assess accessibility of existing website organization and content

Islington Golf Club, Limited will make all websites and content conform to WCAG 2.0 Level AA by January 1, 2021.

### **Feedback**

Islington Golf Club will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015.

- Create a process to receive and respond to feedback from our members, guests and employees.
- Make the feedback process accessible in multiple formats, such as telephone, e-mail, mail and in person.

### **Accessible Formats and Communications**

Islington Golf Club will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016.

- Identify all types of communication and services where accessibility regulations apply.
- Identify accessibility solutions Islington Golf Club shall use for each type of communication and service identified.

### **Accessible Employment Standard**

Islington Golf Club is committed to implementing fair and accessible employment practices by January 1, 2016.

We will take the following steps to notify the public and staff that, when requested, Islington Golf Club will accommodate people with disabilities during the recruitment and assessment process and when people are hired.

- All hiring processes and documents will be available in different formats upon request.

### **Return to Work Process (RTW)**

Islington Golf Club will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

- Educate staff on the organization's policies that support disabilities
- Document a return to work process for employees with disabilities

### **Performance Management**

Islington Golf Club will take the following steps to ensure that accessibility needs of employees with disabilities needs are taken into account if Islington Golf Club, Limited is using performance management, career development and redeployment processes:

- Review plan for recruitment policies and procedures
- Provide career development and advancement opportunities

Islington Golf Club will take the following steps to prevent and remove other accessibility barriers identified.

- Review and update the accessibility plans in consultation with individuals with disabilities

### **Design of Public Spaces Standard**

Islington Golf Club will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces may include but not limited to:

- Outdoor paths of travel, ramps,
- Designated handicap parking spots
- Use of elevator for multi-level building
- Other service related elements

Islington Golf Club will put the following procedures in place to prevent service disruption to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify our members, guests and employees of the service disruption and alternatives available.

For more information on this accessibility plan, please contact Dave Fox, General Manager, at:

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Accessible formats of this document are available free upon request from Nancy Moniz at [nancy@islingtongolfclub.com](mailto:nancy@islingtongolfclub.com).