



INTEGRATED ACCESSIBILITY STANDARDS

MG&CC- MULTI-YEAR PLAN

In accordance with our organizational obligations under the AODA, Integrated Accessibility Standards Regulation (*O. Reg. 191/11, s. 4 (1) (2)*), the Club has prepared this multi-year plan which contains the deliverables and activities that will be worked on over the next 5 years. The Club recognizes that the AODA obligations are far-reaching, with varying levels of responsibility across the Club, which is why the Club has taken a strategic approach to implementation.

Mississauga Golf & Country Club is committed to excellence in serving all of our members & guests including people with disabilities. While our staff has always done their best to assist people's unique needs, we now have a formal plan in place to ensure that as a Club, we have made every reasonable effort to identify, remove and prevent barriers to service for persons with disabilities.

Accessibility Requirement	Description	Deliverables	Compliance Date
<u>General Requirements</u>			
Accessibility Policies	<ul style="list-style-type: none"> Develop, implement and maintain policies about what MG&CC will do to meet the IASR requirements and become more accessible. 	<ul style="list-style-type: none"> Prepare a policy. 	<u>January 1, 2014</u>
Accessibility Plans	<ul style="list-style-type: none"> Create multi-year plan (5 years) outlining strategic direction to prevent and remove barriers, post plan and make accessible. <p>The Club will: a) Develop, implement and maintain a multi-year plan which outlines a strategy to prevent and</p>	Multi-year plan <ul style="list-style-type: none"> Prepare 5-year plan. Receive input from consultations with persons with disabilities. 	<u>January 1, 2014</u>

	<p>remove barriers, and meet the current and future requirements of the AODA (Accessibility for Ontarians with Disabilities Act)</p> <p>b) Assess current policies, practices and procedures, premises, access to goods and services, and information and communication systems to identify barriers for persons with disabilities.</p> <p>c) Post the plan on the Club website, and provide all information relating to the plan in alternative formats, upon request.</p> <p>d) Review and update the accessibility plan at least once every 5 years.</p>		
The Provision of Goods and Services to Persons with Disabilities	<p>The Club will ensure that all members/guests receive the same value and quality.</p> <ul style="list-style-type: none"> • Allow members/guests with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk. • Use alternative methods when possible to ensure that members/guests with disabilities have access to the same services, in the same place and in a similar manner. • Take into account individual needs when providing goods and services; and • Communicate in a manner that takes into account the member/guest's disability. 	<ul style="list-style-type: none"> • Develop accessibility-related resources and information. 	<u>January 1, 2014</u>
Self-Serve Kiosks	<ul style="list-style-type: none"> • The Club will have consideration for accessibility when designing, procuring or acquiring self-service kiosks to better serve persons with disabilities. 	<ul style="list-style-type: none"> • Source acceptable standards and build obligation into procurement process. 	<u>January 1, 2014</u>

	<ul style="list-style-type: none"> • Self-service kiosks are not currently offered at the MG&CC. 		
<u>General Requirements</u>			
Training	<ul style="list-style-type: none"> • Train all employees, volunteers, persons developing policies, and all others providing goods, services or facilities on behalf of the Club on requirements of Integrated Accessibility Standards Regulations (IASR) standards and on Ontario Human Rights Commission (OHRC) as it pertains to disabilities. • Ensure training on standards and OHRC is appropriate to duties of employees, volunteers and others. • Provide ongoing training in respect to any changes. • Keep record of training, dates trained, number trained. <p>Training will be provided in a way that best suits the duties of employees, contractors, and volunteers.</p>	<ul style="list-style-type: none"> • Source and or develop training to meet requirement. 	<u>January 1, 2015</u>
<u>Information and Communication Standards</u>			
Feedback Process	<ul style="list-style-type: none"> • The Club will ensure that existing feedback processes continue to remain accessible to people with disabilities by providing or arranging for the provision of accessible formats and ensure feedback processes are accessible by providing accessible formats or arranging for communication supports, upon request. 	<ul style="list-style-type: none"> • Feedback process has been established under the customer service standards. 	

	<ul style="list-style-type: none"> The members will be notified of availability of accessible formats and communication supports. 		
Accessible Formats and Communication Support	<ul style="list-style-type: none"> Upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities: In a timely manner that takes into account the person's accessibility needs; At a cost that is no more than the regular cost charged to other persons. 	<ul style="list-style-type: none"> The Club will consult with the person making the request to determine the suitability of an accessible format or communication support 	<u>January 1, 2016</u>
Emergency Procedures, Plans, or Public Safety Information	<ul style="list-style-type: none"> MG&CC, 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 all staff remember to take into consideration the various disabilities, and ensure their needs can be met in the event of an emergency. We will also provide employees with disabilities with individualized emergency response information, when necessary. 	The Club will provide Members and Guests with emergency information in an accessible format, upon request.	<u>January 1, 2012</u>
New Internet Websites and web Content	<ul style="list-style-type: none"> Conform to Web content Accessibility Guidelines (WCAG 2.0) , initially Level A. (Applies to websites, web content and web-based applications that the Club controls directly or through contractual relationship) 	<ul style="list-style-type: none"> Content to ensure it is accessible (level A compliant). 	<u>January 1, 2014</u>
<u>Employment Standards</u>			
Recruitment	<ul style="list-style-type: none"> During the recruitment process, the Club will notify applicants about the availability 	<ul style="list-style-type: none"> Prepare communication to notify potential applications 	<u>January 1, 2016</u>

	<p>of accommodation. We will also do the following:</p> <ul style="list-style-type: none"> (a) Notify job applicants selected in hiring process that accommodations are available upon request in relation to material or processes to be used. (b) Consult with the applicant, or arrange to provide the accommodation. 	<p>about accommodation process.</p> <ul style="list-style-type: none"> • Consult with potential applications when a request is made. • Accommodate applicants during the hiring process, upon request. 	
<p>Documented Individual Accommodation Plans</p>	<ul style="list-style-type: none"> • MG &CC will develop and implement a written process for the development of individual accommodation plans for employees with disabilities. <p>The process for the development of documented individual accommodation plans must include the following elements:</p> <ul style="list-style-type: none"> • The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. • The means by which the employee is assessed on an individual basis. • 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. • The steps taken to protect the privacy of the employee's personal information • The frequency with which the individual accommodation plan will be reviewed and 	<ul style="list-style-type: none"> • Develop a written process for Individualized Accommodation Plans (IAP). 	<p><u>January 1, 2016</u></p>

	<p>updated and the manner in which it will be done.</p> <ul style="list-style-type: none"> • If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee • The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability. 		
Employees Returning to Work	<ul style="list-style-type: none"> • Establish a documented return-to-work process. • Process to facilitate Return to Work (RTW) and document Individualized accommodation Plans (IAP). 	<ul style="list-style-type: none"> • Prepare a documented return-to-work process. • Incorporate IAP in RTW process. 	<u>January 1 2016</u>
Performance Management, Career Development and Redeployment	<ul style="list-style-type: none"> • MG&CC will take into account disability and accommodation plan when using its performance management process. • If using redeployment, the Club will take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities. 	<ul style="list-style-type: none"> • Prepare document outlining process to ensure IAP is involved during performance management and redeployment. 	<u>January 1 2016</u>
<u>Information and Communications Standards</u>			
Accessible Formats and Communication Supports	<ul style="list-style-type: none"> • MG&CC will arrange for accessible formats and communication supports (upon request, in a timely manner, at cost that is no more than regular charge to others). 	<ul style="list-style-type: none"> • Prepare a process to facilitate this obligation. 	<u>January 1 2016</u>