



Multi-Year Accessibility Plan

2020-2025

Part I – General Statement of Commitment

Oak Bay Golf Club is committed to ensuring equal access and participation for all patrons with disabilities. Oak Bay 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 people 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.

Accessibility Plan and Policies for Oak Bay Golf Club

This accessibility plan outlines the policies and actions that Oak Bay Golf Club will put in place to improve opportunities for people with disabilities. We are committed to making every practical effort to accommodate any individuals with disabilities and implement policies and services to this end, provided that we are reasonably able to do so. Oak Bay Golf Club has a multi-year plan which outlines our strategy to prevent and remove barriers and meet requirements under the AODA. We will review and update this plan at least every 5 years, or as required when policies change.

Training

Oak Bay Golf Club will provide training to all employees, including seasonal staff members, on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees and other staff members.

Oak Bay Golf Club will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws.

1. New employees will be trained during Staff Orientation. This will take place prior to the opening of the golf course operations or prior to their first shift if hired in season as a condition of their employment with Oak Bay Golf Club.
2. Employees will be trained when changes are made to the accessibility policy as soon as practicable.
3. Annual review of training practices will take place each year prior to Staff Orientation with adjustments or amendments being made as necessary to the training mediums and programs.
4. Following group training, employees will complete mandatory online training prior to starting their first shift or no later than one (2) weeks after this date. They will complete their training on their own time.
5. The accreditation received after completion will be filed in the employee's personal file. Failure to complete this online training will result in a suspension of employment until such time as it is completed.

Part II – Information and Communications Standards

Oak Bay Golf Club is committed to meeting the communication needs of people with disabilities. We will attempt to consult with people with disabilities to determine their information and communication needs in the development of future communications and the development of related policies and procedures.

Oak Bay Golf Club will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2022 - COMPLETED**

- Conduct a review of all feedback processes across the organization (internally and externally).
- Determine what / how accessible formats and communication supports we will provide upon request.

Oak Bay Golf Club will take the following steps to make sure all publicly available information is made accessible upon request by **January 1, 2022 - COMPLETED**

- Determine what accessible formats and communication supports we will provide to persons with disabilities.

Oak Bay Golf Club will take the following steps to make our website and content conform with WCAG 2.0 Level AA by **December 31, 2022. (Ongoing)**

A key part of this process will be the analysis of all current content and design, with a gradual transition to full compliance by this date. We will consult with external marketing personnel and our external website developer to ensure understanding and implementation of the required technical standards, including an audit performed by external website developer for compliance with WCAG 2.0.

Part III – Employment Standards (Completed)

Recruitment

Oak Bay Golf Club is committed to fair and accessible employment practices. We notify the public and staff that, when requested, Oak Bay Golf Club will accommodate people with disabilities during the recruitment and assessment processes and when people are hired. When making offers of employment, Oak Bay Golf Club will notify the successful applicant of its policies for accommodating employees with disabilities. These notifications will be in the format requested.

Informing Employees of Supports

Oak Bay Golf Club will continue to inform its employees of its policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.

Individual Plans

Oak Bay Golf Club will ensure individual accommodation plans for employees with disabilities based on the individuals specific needs. It will include how the employee will participate in the development process, how they are assessed, when the employer can bring in a medical expert, when the employee can bring in a bargaining agent, privacy methods, how any denials are communicated. The plan will be available in the accessible format as needed by the employee.

Return to Work Process

Oak Bay Golf Club maintains a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations in order to return to work.

The return to work process outlines the steps Oak Bay Golf Club will take to facilitate the return to work and will include documented individual accommodation plans as part of the process. This return to work process will not replace or override any other return to work process created by or under any other statute.

Part IV.1 – Public Spaces

Completion Date: June 2016

Oak Bay Golf Club will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Indoor and outdoor public eating areas
- Outdoor paths of travel such as sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals
- Accessible off street parking
- Accessible on-street parking (if applicable)
- Service-related elements like service counters and waiting areas
- Indoor and Outdoor eating areas

Oak Bay Golf Club will put procedures in place to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Part IV.2 – Customer Service Standards

(Completed)

Oak Bay Golf Club will uphold customer service policies that respect the dignity and independence of people with disabilities when providing goods, services, or facilities. We believe in equal opportunity and will provide reasonable alternatives to our goods, services, or facilities to persons with disabilities whether temporarily or permanent to enable a person with disability to obtain, use, or benefit from our goods, services, and facilities.

Oak Bay Golf Club will communicate with a person with a disability in manner that takes into account their disability or request.

For More Information

For more information on this accessibility plan, please contact our Director of Golf Jason Bennett

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