



Accessibility Plan and Policies for Pointe West Golf Club

This accessibility plan outlines the policies and actions that **Pointe West Golf Club** has or will put in place to improve opportunities for people with disabilities.

Introduction

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. It has introduced a phased-in approach to the implementation of requirements through regulations under AODA. To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas; Customer Service, Information and Communications, Employment, Transportation, and the Built Environment (which is still in draft form).

This Accessibility Plan builds on past planning and consultation. Pointe West Golf Club will continue to build on and develop operational policies and guidelines for employees as outlined in this plan. It is a living document that outlines our goals and objectives. This plan shall be posted on our website and will be made available on request in alternate formats.

Statement of Commitment

Pointe West 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 AODA.

Accessible Emergency Information

Pointe West Golf Club is committed to providing our members, guests and customers with publicly available emergency information in an accessible way



upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

Pointe West Golf Club will provide training to employees, volunteers and other staff members on AODA and on the Human Rights Code as it relates to people with disabilities within three weeks of commencing their duties. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members. Training will be provided on an ongoing basis when changes are made to our policies, practices and procedures.

Information and Communications Standards

Pointe West Golf Club

- is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.
- will ensure that any future web site conforms to WCAG 2.0, Level A and all websites and content conform to WCAG 2.0, Level AA by January 1, 2021.
- will ensure that its processes for receiving feedback are accessible to people with disabilities, by providing accessible formats or communication support upon request.
- will continue to, upon request, provide or arrange for the provision of accessible formats and communication support to persons with disabilities in a timely manner, taking into account the person's accessibility needs.

Employment Standard

Pointe West Golf Club

- is committed to fair and accessible employment practices.
- will notify employees and the public that accommodations for applicants with disabilities are available upon request.
- will develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.



- will ensure the accessibility needs of employees with disabilities are taken into account if using performance management, career development and redeployment processes.

Design of Public Spaces

Pointe West Golf Club

- will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.
- will in the event of a service disruption, notify the public of the service disruption and alternatives available.

For more information

For more information on this accessibility plan or an accessible format of this document, please contact **Sherry Mailloux, Accounting and Administration Manger** at:

- Phone: 519-736-8623
- Email: sherry@pointewestgolf.com