



# **Oshawa Golf & Curling Club Accessibility Plan January 2020**

## **Message from the CEO**

The Oshawa Golf and Curling Club (OGCC) 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 persons with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA.

OGCC will develop, maintain and document an Accessibility Plan which outlines the company's strategy to prevent and remove barriers from the workplace. This plan will also include strategies to improve opportunities for persons with disabilities at OGCC.

## **Introduction**

The OGCC strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

We are committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps the OGCC is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how OGCC will play its role in making Ontario an accessible province for all Ontarians.

## **Section One: Past Achievements to Remove and Prevent Barriers**

This document includes a summary of the accessibility initiatives the OGCC has completed.

## **Customer Service**

### *Commitment*

All goods and services provided by Oshawa Golf and Curling Club shall follow the principles of dignity, independence, integration and equal opportunity.

### *Action Taken*

Developed and established training and policies to ensure:

- all customers receive the same value and quality;
- customers 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;
- the use of alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- we take into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

These policies:

- include all employees, volunteers, agents and/or contractors who deal with the members, guests or other third parties that act on behalf of Oshawa Golf and Curling Club, including when the provision of goods and services occurs off the premises of Oshawa Golf and Curling Club such as in: delivery services, call centers, vendors, drivers, catering and third party marketing agencies
- address the use of guide dogs, service animals and service dogs
- shall also apply to all persons who participate in the development of the OGCC policies, practices and procedures governing the provision of goods and services to members of the public or third parties.

### *Feedback*

- Initially, we offered a customer feedback form and encouraged feedback via the form or to contact the General Manager. To further encourage participation an online interactive form was created along with our policies in

accessible formats

[https://www.oshawagolf.com/Club\\_Information/AODA\\_Information.aspx](https://www.oshawagolf.com/Club_Information/AODA_Information.aspx)

## **Information and Communications**

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of Oshawa Golf and Curling Club. In the event of any temporary disruptions to facilities or services that customer's with disabilities rely on to access or use Oshawa Golf and Curling Club 's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notifications will Include:

In the event that a notification needs to be posted the following information will be included unless it is not readily available or known:

- goods or services that are disrupted or unavailable
- reason for the disruption
- anticipated duration
- a description of alternative services or options

Notifications Options:

When disruptions occur Oshawa Golf and Curling Club will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the Oshawa Golf and Curling Club website;
- E-Bulletin
- contacting customers with appointments;
- verbally notifying customers when they are making a reservation or appointment; or
- by any other method that may be reasonable under the circumstances.

## **Employment**

- *Accessibility Plan:* OGCC has developed, and continues to maintain and document our Accessibility Plan which outlines the company's strategy to prevent and remove barriers from the workplace. This plan also includes strategies to improve opportunities for persons with disabilities at OGCC.

- *Recruitment:* During the recruitment process, the Club will notify applicants about the availability of accommodation upon request. This message is included on the OGCC employment page on our website and job postings.
- *Documented Individual Accommodation Plans:* OGCC maintains a written process for the development of documented individual accommodation plans for employees with disabilities. Information regarding accessible formats and communication supports, as well as individualized workplace emergency response information are included in individual accommodation plans.
- *Workplace Emergency Accommodation:* At the Oshawa Golf and Curling Club, we take employee safety seriously. Employees with disabilities, whether permanent or temporary, and who may need help during an emergency, will need to advise their manager. The employee will be asked to complete a self-assessment form, and work with their manager to develop individualized emergency response information that will meet the employee's needs in an emergency situation. Managers do not need to know the details of your medical condition or disability, only the kind of help needed. The information provided will be kept confidential and only shared with the employee's consent.
- *Return to Work Process:* OGCC maintains a documented return to work process for its employees who have been absent from work due to a disability and require accommodations in order to return to work. The Return to Work program outlines the steps that OGCC will take to facilitate the return to work and will include accommodation plans as part of the program.
- *Training:* new employees of Oshawa Golf & Curling Club are required to complete AODA (Accessibility Standard Customer Service), AODA – IASR & the Code training as part of their orientation process via our online training portal that provides videos and documents for review and testing.

## **Section Two: Strategies and Actions**

The Oshawa Golf and Curling Club will continue to implement processes and policies that we have outlined in Section One. We commit to reviewing and updating policies as a result of feedback, implementing new technologies or changes to our public spaces.

## **Customer Service**

The Oshawa Golf and Curling Club is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

## **Information and Communications**

The Oshawa Golf and Curling Club is committed to making our information and communications accessible to people with disabilities.

- As posted on our website, the Club will ensure that the existing feedback processes continue to remain accessible to people with disabilities by providing accessible formats or arranging for communication supports, upon request.
  - this will be done in a timely manner that takes into account the person's needs
  - at no extra cost
- The Club will provide members and guests with publicly available emergency information in an accessible format upon request.
- Conform to WCAG 2.0 Level AA by January 1, 2021

## **Employment**

The Oshawa Golf and Curling Club is committed to fair and accessible employment practices.

### *Recruitment*

During the recruitment process, the Club will notify applicants about the availability of accommodations, consult with potential applicant when a request is made and provide accommodation throughout the hiring process upon request.

### *Documented Individual Accommodation Plans (IAP)*

OGCC maintains a written process for the development of documented individual accommodation plans for employees with disabilities. Information regarding accessible formats and communication supports, as well as individualized workplace emergency response information are included in individual

accommodation plans. Plans are reviewed and updated based on feedback, implementing new technologies or changes to the work environment.

*Workplace Emergency Accommodation:* At the Oshawa Golf and Curling Club, we take employee safety seriously. Employees with disabilities, whether permanent or temporary, and who may need help during an emergency, will need to advise their manager. The employee will be asked to complete a self-assessment form, and work with their manager to develop individualized emergency response information that will meet the employee's needs in an emergency situation. Managers do not need to know the details of your medical condition or disability, only the kind of help needed. The information provided will be kept confidential and only shared with the employee's consent. Plans are reviewed and updated based on feedback, implementing new technologies or changes to the work environment.

*Return to Work Process:* OGCC maintains a documented return to work process for its employees who have been absent from work due to a disability and require accommodations in order to return to work. The Return to Work program will outline the steps that OGCC will take to facilitate the return to work and will include accommodation plans as part of the program. Plans are reviewed and updated based on feedback, implementing new technologies or changes to the work environment.

## **Training**

The Oshawa Golf and Curling Club is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

New employees of Oshawa Golf & Curling Club are required to complete AODA (Accessibility Standard Customer Service), AODA – IASR & the Code training as part of their orientation process via our online training portal that provides videos and documents for review and testing. Plans are reviewed and updated based on feedback, implementing new technologies or changes to the work environment.

## **Design of Public Spaces**

The Oshawa Golf and Curling Club will meet accessibility laws when building or making major changes to public spaces.

The Oshawa Golf and Curling Club will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

### **Accessible Self-Service Kiosks**

Presently the OGCC does not employ self-service kiosks, but we will ensure we will meet or exceed the accessibility laws if we are to add self-service kiosks at the club.

### **Accessibility Plan Review**

The OGCC commits to review and update our accessibility plan at least once every five years.

### **For More Information**

For more information on this accessibility plan, please contact:

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