



INTEGRATED ACCESSIBILITY STANDARDS **POLICY**

Issue Date: March 2, 2016

Revision Date: March 2019

Review Frequency: Three years, or as required

Policy Statement

The management of the Oshawa Golf & Curling Club Limited (OGC) is governed for the provision of services under Regulation 191/11, “Integrated Accessibility Standards” under the *Accessibility of Ontarians with Disabilities Act, 2005* (AODA).

These standards are developed to break down barriers and increase accessibility for persons with disabilities in the areas of information, communications, and employment.

OGC is further governed by this policy, as well as the Accessibility Standards for Customer Service Policy and the AODA in meeting the accessibility needs of persons with disabilities.

OGC 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.

This policy will be implemented in accordance with the time frames established by the Regulation.

Operating Principles

Accessibility Plan

OGC 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 OGC.

Training of Employees

OGC will complete annual training with all new and returning staff that deal with members, public, or third parties; and ensures that training includes the requirements of the accessibility standards. OGC will continue to provide training on the *Human Rights Code* as it pertains to persons with disabilities to:

- All club management and service staff;
- All persons involved in developing OGC's policies; and
- All other persons who provide goods, services, or facilities on behalf of OGC.

Training will be appropriate for each department and the duties of employees. OGC will keep record of all employee training, and will continue to provide training if changes are made to the accessibility policy. Training will include:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard;
- OGC's plan related to the Customer Service Standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person; and
- What to do if a person with a disability is having difficulty in accessing OGC's goods & services.

Information and Communications Standards

Feedback

OGC will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of accessible formats and communication supports upon request.

Accessible Formats and Communication Supports

Upon request, OGC will provide, or will arrange for the provision of accessible formats and communication supports for persons with disability in a timely manner that takes into account the person's accessibility needs due to disability. OGC will consult with the person making the request in determining the suitability of an accessible format or communication support.

Employment Standards

Recruitment, Assessment, and Selection Process

OGC is an equal opportunity employer that will accommodate applicants with disabilities in the recruitment process, and upon hiring. OGC will consult any applicant that requests an accommodation,

and will consult with the individual and provide, or arrange the provision of a suitable accommodation that takes the applicant's accessibility needs into consideration.

In the case of an offer of employment, OGC will notify the successful applicant of its policies for accommodating employees with disabilities. OGC will continue to inform its employees of policies used to support employees with disabilities.

Documented Individual Accommodation Plans

OGC will maintain 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 will be included in individual accommodation plans.

Return to Work Process

OGC 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 OGC will take to facilitate the return to work and will include accommodation plans as part of the program.

The return to work program will not replace or override any other return to work process created by any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

Definitions

For the purpose of this policy, the following terms are defined as:

Accessible Formats:

Refers to materials that have been converted to accessible formats which include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

Accommodation:

The special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons with disabilities. Accommodation shall vary depending on the person's specific accessibility needs.

Communications:

The interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communication Supports:

Methods and aids that facilitate effective communications with persons with disabilities that include, but is not limited to, captioning, alternative and augmentative communication supports, plain language, and sign language.

Disability:

Disability is defined under the AODA and the *Human Rights Code* as:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. a condition of mental impairment or a developmental disability;
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. a mental disorder; or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Information:

Means data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Redeployment:

Means the reassignment of workers to other departments or jobs within OGC as an alternative to layoff, when a particular job or department has been eliminated.

Supervisor:

A person who has charge of a workplace or authority over a worker. Generally this would include those with a position title such as Director, Manager or Supervisor, as well as any other management type position, or those in a temporary supervisory position.

Unconvertible:

- a. If it is not technically feasible to convert the information or communications; and
- b. The technology to convert the information or communication is not readily available.

Worker (Employee):

Refers to any person regarding whom OGC pays wages or a salary, has control over their assigned work and has a right to control the details of their work. It also extends to the senior management level.

This includes, but is not limited to:

- a. full-time workers
- b. part-time workers
- c. seasonal workers
- d. contract workers

Workplace:

Any building or part of a building in which one or more workers work, including lunchrooms, changing and lounge areas, and any vehicle or conveyance, or any area including outside worksites, where workers perform their duties. Harassing or discriminatory behaviour which occurs outside of the physical workplace but adversely affects relationships in the work environment is nevertheless considered work-related.

Questions Regarding this Policy

This policy has been developed to break down barriers and increase accessibility for persons with disabilities in the areas of information and communication, and employment. If anyone has any questions or concerns about the policy, an explanation will be provided by:

Mike Ridout, General Manager / COO
Oshawa Golf & Curling Club
160 Alexandra Street
Oshawa, ON L1G 2C4
Tel: 905-723-4681
Email: miker@oshawagolf.com

Responsibilities

OGC is responsible for reviewing this policy every three (3) years and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

Management personnel will ensure that they and their workers under their supervision are familiar with this policy.

Monitoring and Contraventions

Management personnel will monitor current practices to ensure compliance. Failure to comply with this policy may result in disciplinary action, up to and including dismissal.

Please note

This policy is subject to amendment and/or revocation at OGC's sole discretion, without prior notice to workers.

Signed: _____ (General Manager/COO)

Date: _____