



Introduction and Statement of Commitment of AODA

At Loyalist Golf and Country Club we are committed to providing goods and services in a manner that respects the dignity and independence of persons with disabilities. 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, 2005 ("AODA").

Loyalist's Multi-year Accessibility Plan outlines the policies and procedures put in place to improve opportunities for people with disabilities. Making it a priority to play a role in making Ontario an accessible province for all Ontarians.

In accordance with AODA's Integrated Accessibility Standards Regulations, Loyalist has implemented the following:

- Made the plan accessible on our website, in accessible formats upon request, and:
- Regularly reviewed and updated our plan at least once every 3-5 years.
- Established, reviewed and updated our plan with feedback from persons with disabilities.

Key Successes to date:

- Implemented website communications to make information more accessible.
- Established a list of suppliers and vendors of different alternate formats and communications, to use internally for different supports.
- Consideration on mobility and disabilities for our member's club access fobs.
- Yearly implementation of updated and thorough training for all staff.
- Additional accessible parking planned and created in our parking lot.

Strategies and Actions

Loyalist is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others. We will continue to do so by continuing to practice the following:

- Training all new staff after they have reached their 90 day probation period.
- Making feedback accessible to customers with accessible feedback forms and open communication for such feedback.
- Collect information directly from persons with disabilities to better understand barriers.

Information and Communications

- Loyalist is committed to making our information and communications accessible to people with disabilities.
- On a continuous basis consider fonts, text size and other data in email communications to our members and community.
- Following the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. An ongoing process, with completion expectations by September 2023.
- Providing forms or documents, upon request, in alternative formats.



Loyalist Country Club
Multi-Year Accessibility Plan

Employment

Loyalist is committed to fair and accessible employment practices.

- All applicants will be notified that accommodations can be made upon request, each step of the hiring process. This is ongoing.
- Accommodating any employees if and when required.
- Training and staff briefings include communications of accommodation if required.

Procurement

Loyalist is committed to fair and accessible procurement practices. With this we plan to continue the following practices:

- Include a notification on all job applications that we are committed to accommodating upon request for any applicant.
- Providing alternative formats of job applications for requested applicants.

Training

Loyalist 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.

- Providing ongoing training for staff.
- Links provided to staff for additional training via the Free Accessibility Modules upon hire.
- Keeping policies for staff and training up to date.

For More information on this accessibility plan, please reach out to:

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Our accessibility plans and policies are publicly posted at: www.loyalistcc.com/accessibility.

Standard and accessible formats of this document are free upon request from our Administration Office at:

admin@loyalistcc.com or 613-352-5152 ext. 210