

**EAGLES NEST GOLF CLUB INC.
MULTI-YEAR ACCESSIBILITY PLAN**

Multi-Year Accessibility Plan

Statement of Commitment

Eagles Nest Golf Club is committed to excellence in serving and providing goods, services or facilities to all customers, including people with disabilities, where possible.

Eagles Nest 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* and Ontario's accessibility laws.

Introduction

Eagles Nest Golf Club strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

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

Eagles Nest Golf Club has posted the accessibility plan on the website under the section *Privacy/Legal/Accessibility* <https://www.eaglesnestgolf.com/privacy.htm> and will update policies anytime there is a significant change to business practices.

The plan is reviewed and updated at least once every five years.

Customer Service

Eagles Nest Golf Club 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 attention to detail as others.

In order to comply with the Customer Service Standard, Eagles Nest Golf Club will continue training new employees on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities within 30 days of commencing their duties. In addition, all employees will be trained when changes are made to the accessibility policy.

Information and Communications

Upon request, Eagles Nest Golf Club will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability.

Eagles Nest Golf Club will consult with the person making the request in determining the suitability of an accessible format or communication support.

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Eagles Nest Golf Club will make all new websites and content on those sites conform with WCAG 2.0, Level AA. The development of a new website conforming with the new regulation is currently in process and will be completed by **December 31, 2023**.

Training

Eagles Nest Golf Club will continue providing training on the requirements of the accessibility standards referred to in the Regulation and on the *Human Rights Code* as it pertains to persons with disabilities, to:

- all its employees and volunteers;
- all persons who participate in developing Eagles Nest Golf Club policies; and,
- all other persons who provide goods, services, or facilities on behalf of the company

The training will be appropriate to the duties of the employees, volunteers, and other persons.

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal;
or
 - require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- Eagles Nest Golf Club's policies, procedures and practices pertaining to providing accessible customer service to customers with disabilities.

Employees will be trained when changes are made to the accessibility policy. New employees will be trained **within 30 days of commencing their duties**.

Eagles Nest Golf Club will keep a record of the training it provides.

Employment

Eagles Nest Golf Club is committed to fair and accessible employment practices. Eagles Nest Golf Club will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

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Eagles Nest Golf Club implements individual accommodation plans and return-to-work processes for employees that have been absent due to a disability.

We will ensure the accessibility needs of employees with disabilities are taken into account if Eagles Nest Golf Club is using performance management, career development and redeployment processes.

Eagles Nest Golf Club will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary, and if Eagles Nest Golf Club is aware of the need for accommodation due to the employee's disability. Eagles Nest Golf Club will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the employee requires assistance, Eagles Nest Golf Club will, with the consent of the employee, provide the workplace emergency response information to the person designated by Eagles Nest Golf Club to provide assistance to the employee.

Eagles Nest Golf Club will review the individualized workplace emergency response information when the employee moves to a different location in the organization or when the employee's overall accommodation needs or plans are reviewed.

Self-Service Kiosks

Eagles Nest Golf Club will incorporate accessibility features when designing, procuring or acquiring self-service kiosks. We will always be aware of the accessibility features of self-service kiosks for persons with disabilities.

Design of Public Spaces

Eagles Nest 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 outdoor paths of travel, like sidewalks, ramps, stairs, and curb ramps around the main clubhouse and the turf facility.

For More Information

For more information on the accessibility plan, please contact Human Resources at Eagles Nest Golf Club.

- Mailing Address:
Eagles Nest Golf Club Inc.
Human Resources
10,000 Dufferin Street, PO Box 403, Maple Ontario, L6A 1S3
- T: 905.417.2300
- F: 905.417.0525
- E: general@eaglesnestgolf.com

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This plan and its related procedures will be reviewed as required in the event of legislative changes.