



ACCESSIBILITY STANDARDS – MULTI-YEAR PLAN

Carleton Golf & Yacht Club (or “Club”) is committed to upholding and exceeding Ontario’s legislation intended to remove barriers to accessibility for persons with disabilities. This includes providing equal access to employment, information, goods, and services, and treating persons with disabilities with dignity and respect in a way that takes their disability into account.

The Club is responsive to and committed to aligning with AODA obligations.

This plan shows our commitment to making Ontario an accessible province for all Ontarians. The plan is reviewed and updated at least every 5 years.

The actions below have been taken in accordance with the Integrated Accessibility Standards Regulations and identifies actions that will be implemented.

General Requirements	
Accessibility Policies	
Policies complete and posted on the Carleton Golf & Yacht Club website	
Compliance Date:	November 11, 2024
Status	Complete *updated on public website in 2024*

Accessibility Plan	
Plan developed and posted on the Carleton Golf & Yacht Club website	
Compliance Date:	November 11, 2024
Status	Complete *updated on public website in 2024*

Training	
The Club provides certified accessibility training to all employees including full time and seasonal staff.	
Compliance Date:	July 1, 2012
Status	Complete



Provision of Goods & Services to those with Disabilities	
<p>The Club recognizes individual needs with providing goods and services to those with disabilities. Communications are respectful of the member or guest's disability. Alternative methods are used, where appropriate, to ensure members and guests have equal opportunity access to all Club services in an integrated fashion.</p>	
Compliance Date:	July 1, 2012
Status	Complete

Customer Service Requirements	
Development of Policies	
<p>Carleton Golf & Yacht Club has developed policies relating to customer service standards</p>	
Compliance Date:	July 1, 2012
Status	Complete

Person with Disability Support Person	
<p>All individuals with a disability that are accompanied by a support person are permitted to enter the Club and access to the support person is provided while on site.</p>	
Compliance Date:	July 1, 2012
Status	Complete

Person with Disability Service Animal	
<p>All individuals with a disability that are accompanied by a support animal are permitted to enter the Club and access to the support animal is provided while on site.</p>	
Compliance Date:	July 1, 2012
Status	Complete

Provide Notice of Temporary Disruption to Services	
<p>Temporary disruption of services will be communicated via as many channels as possible, in accessible formats where available. Notices will be posted on the website, on a sign in the front entrance of the clubhouse and in the area where the disruption is taking place. When possible, individuals with reservations will be contacted and provided with the timeline of the expected disruption.</p>	
Compliance Date:	July 1, 2012
Status	Complete



Training re: Revisions to Accessibility Policies	
Training sessions will be held in the event of changes to legislation or the Club's policies	
Compliance Date:	April 15, 2024
Status	Complete

Records of Training	
The Club will keep records of all accessibility training completion on file	
Compliance Date:	April 15, 2024
Status	Complete

Feedback Process - Goods & Services	
The Club will provide members and guests with the opportunity to provide feedback in how goods and services are delivered to those with disabilities. When feedback is received, the Club will inform the person who submitted the feedback the resolution actions that were taken	
Compliance Date:	July 1, 2012
Status	Complete

Documents on Request	
The Club will inform members and guests that the documents relating to accessible customer service standards are available upon request and in a format that takes into account their disability.	
Compliance Date:	July 1, 2012
Status	Complete

Information & Communication Standards	
Accessible Formats and Communication	
The Club will provide accessible formats of communication materials upon request for those with disabilities. These will be available at no additional cost.	
Compliance Date:	July 1, 2012
Status	Complete

Emergency Procedures



The Club will liaison with the JHSC to review current emergency procedures for those with disabilities. Procedures will be updated to ensure all employees have the knowledge to take into account the needs of those with various disabilities during an emergency.

Compliance Date:	November 1, 2024
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Status	Complete
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Accessible Website

The Club is working to ensure all website pages comply with the AODA guidelines including, accessible font, standard navigation and limiting flashing content.

Compliance Date:	November 1, 2024
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Status	Complete
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Employment Standards

Recruitment

The Club will notify applicants and employees regarding accommodation during the hiring process for those with disabilities. Applicants will be contacted to ensure appropriate accommodations suit the needs of the applicant. When making an offer of employment, the successful applicant will be notified of our accommodation policies for those with disabilities.

Compliance Date:	November 15, 2022
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Status	Complete
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Return to Work Process

The club will develop return to work programs for employees that have been absent from work and require disability related accommodations on their return.

Processes will be outlined and documented to support the employees return to work.

Compliance Date:	July 1, 2012
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Status	Complete
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Facility

Design of Public Spaces

The Club will ensure that measures are taken during planning processes in accordance with the AODA to review accessibility on the golf course and in our clubhouse.

Compliance Date:	November 1, 2024
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Status	Complete
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