



**Multi-Year
Accessibility Plan**

Table of Contents

- Commitment To Creating An Accessible Environment 1**
- Background Information 1**
- Definitions 2**
- Looking Forward: Commitments for 2020-2024 4**
- Ongoing Review & Contact Information 6**

The Golf Club at Lora Bay’s Commitment to Creating an Accessible Environment

The Golf Club at Lora Bay is committed to following the principles of dignity, independence, integration and equal opportunity by providing quality goods and services accessible to all persons it serves.

The Multi-Year Accessibility Plan is intended to set a foundation of expectations while meeting the requirements set forth by the *Integrated Accessibility Standards Regulation (IASR)* under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The Golf Club at Lora Bay supports the goals of the AODA and will continually work towards creating an accessible environment through the removal and prevention of potential barriers.

This policy and plan apply to everyone at the premises owned and operated by The Golf Club at Lora Bay.

Background Information

Integrated Accessibility Standards Regulation (IASR) *Customer Service Standard*

The Customer Service Standard requires organizations and businesses to provide accessible customer service to people with disabilities. Training on providing accessible customer service and how to interact with people with disabilities is a key requirement of the standard.

Purpose of the Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians Act, 2005 (or “the Act”) is a provincial law. Its goal is to make Ontario Accessible for people with disabilities by 2025 by developing and enforcing accessibility standards.

The *Accessibility Standards* are the legal requirements that organizations in Ontario must follow to become more accessible to people with disabilities. They address key areas of daily life, including:

- Customer service
- Information and Communications
- Employment
- Transportation
- Design of public spaces

Definitions

Accessible Formats – may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats useable by people with disabilities.

Accommodation – special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s unique needs.

Assistive Device – is a technical aid, communication device or other instrument used to maintain or improve the functional abilities of people with disabilities. These devices might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Barrier – obstacles that prevent people with disabilities from completing day-to-day activities. These include (but are not limited to):

- Physical barriers – can include things like providing steps but no ramps or elevators
- Information and communication barriers – can make it difficult for people to receive or give information, such as using unclear language or print that’s too small
- Systemic barriers – can result from stereotypes or established practices, such as inflexible work hours that don’t coordinate with para-transit bus schedules
- Attitudinal barriers – a tendency to see people with disabilities as less worthy, underestimating their potential, or excluding them from decisions that affect them

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- 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;
- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Employee – every person who provides services to The Georgian Bay Club in return for wages.

Paragolfer – singular power golfing wheelchair that allows the player to move effortlessly around the golf course

Plain Language – writing designed to ensure the reader understands something the first time it is read.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure. A Support Person may be a paid professional, a volunteer, family member or friend of the person with a disability (*Guide to the Accessibility Standards for Customer Service, Ontario Regulation*).

Undue Hardship - the legal limit of the duty to accommodate.

Looking Forward: Commitments and Goals 2020-2024

This multi-year accessibility plan outlines The Golf Club at Lora Bay’s commitment to working towards full compliance with the current standards of the IASR and the AODA. The Golf Club at Lora Bay will continue to evaluate the foundation of standards they have created as well as phase-in additional requirements set out by the IASR and the AODA in a timely manner.

Customer Service Standard:

Commitments:	2020	2021	2022	2023	2024
Provide employees with the training and education they require to offer high quality customer service to all customers of all abilities	✓	✓			
Provide our services by considering accessibility and respecting the dignity and independence of customers	✓	✓			

Progress: The Golf Club at Lora Bay provides Accessibility Training to all employees, new or returning, at the beginning of each golf season. This training is reviewed annually and updated with any legislative changes. The Golf Club at Lora Bay welcomes support persons at no additional cost (if golfing) and accommodates all service animals to the best of their ability where the law permits. The Golf Club at Lora Bay allows the use of assistive devices, such as a “paragolfer”, while golfing. The Golf Club at Lora Bay continues to listen to feedback from our customers on how to improve the accessibility of our services.

Goals:

- Provide (as needed) additional and specific training to employees who interact directly with customers who may have disabilities
- Provide necessary resources to employees for planning accessible events

Information and Communications Standard:

Commitments:	2020	2021	2022	2023	2024
Create and provide accessible customer service policies in any format requested, to the best of ability	✓	✓			

Progress: The Golf Club at Lora Bay strives to have all club documents available in accessible formats at the request of the customer at no cost, to the best of its ability. The Golf Club at Lora Bay attempts to provide information using plain language.

Goals:

- Continue to explore accessible format options for all policies and procedures
- Provide further staff training on the use of plain language
- Upon website being refreshed, strive to have it be WCAG 2.0 AA compliant
- Review processes for service interruptions, customer feedback, and alternative format requests

Employment Standard:

Commitments:	2020	2021	2022	2023	2024
Provide equal opportunities in hiring, recruitment, and employment practices	✓	✓			

Progress: The Golf Club at Lora Bay continues to meet the requirements set out by the Employment Standard. The Golf Club at Lora Bay accommodates needs of all employees up until the point of undue hardship.

Goals:

- Create and update (as required) a list of employees who require assistance exiting the building in the event of an emergency
- Review steps for creating any individual accommodation plans and return to work processes

Design of Public Spaces:

Commitments:	2020	2021	2022	2023	2024
Ensure AODA requirements are met in the design of any new public spaces	✓	✓			

Progress: The Golf Club at Lora Bay continues to consider all AODA and building code requirements in the design of any new public spaces. The Golf Club at Lora Bay is equipped with several accessible features including, but not limited to, automatic door openers and accessible washrooms.

Goals:

- Adhere to all accessibility requirements if and when new buildings are erected
- Identify any needed changes to improve accessibility in existing buildings to better service customers

Ongoing Review & Contact Information

Ongoing review and feedback of this plan will help The Golf Club at Lora Bay create the most accessible environment. The Golf Club at Lora Bay will continue to collect feedback and initiate changes that will increase the accessibility of the services it provides.

Additionally, this plan will be reviewed annually and implement any updates or changes that The Golf Club at Lora Bay sees fit.

For questions or comments regarding The Golf Club at Lora Bay’s accessibility plans, policies, and practices, including copies of documents in accessible formats, please contact:

Steve Prest, General Manager

- **In Person:**
516689 7th Line
Clarksburg, ON N0H 1J0
- **By Mail:**
PO Box 40
Collingwood, ON L9Y 3Z4
- **By Email:**
sprest@lorabay.com
- **By Telephone:**
519.599.9949 ext 247