

## Multi-Year Accessibility Plan

General Requirements		
Requirement	Planned Action	Compliance Date
Accessibility Policy	<p>The National Golf Club of Canada will develop, implement and maintain policies governing how we achieve or will achieve accessibility through meeting the requirements in the IASR.</p> <p>The policy will be publicly available on the Club's website, on the premises and we will provide the policy in alternative formats upon request.</p>	January 1, 2014
Multi-Year Accessibility Plan	<p>The National Golf Club of Canada will establish, implement, maintain and document a multi-year accessibility plan outlining a strategy to prevent and remove barriers.</p> <p>The policy will be publicly available on the Club's website, on the premises and we will provide the policy in alternative formats upon request.</p>	January 1, 2014
Self-Serve Kiosks	<p>The National Golf Club of Canada will make every reasonable effort to incorporate accessibility features when designing, procuring or acquiring self-serve kiosks.</p> <p>The Club currently doesn't have any self-serve kiosks.</p>	January 1, 2014
Training	<p>The National Golf Club of Canada will provide training on the requirements of the Integrated Accessibility Standards Regulation and on the Human Rights Code as it pertains to persons with disabilities to the following:</p> <ul style="list-style-type: none"> <li>➤ All employees and volunteers;</li> <li>➤ All persons who participate in developing the organizations policies; and</li> <li>➤ All other persons who provide goods, services or facilities on behalf of the organization</li> </ul> <p>The Club will maintain a record of training that identifies the name of all employees trained and the date of completion. Re-training will occur when there are changes to the accessibility policies.</p>	January 1, 2014

## Information and Communication Standard

Requirement	Planned Action	Compliance Date
Feedback	<p>The National Golf Club of Canada will modify its current feedback process or put in place a process for receiving and responding to feedback that ensures it is accessible to persons with disabilities.</p> <p>The Club will provide or arrange for the provision of accessible formats and communication supports, upon request, and in a timely manner. In addition, we will notify the members about the availability of said formats and communications.</p>	January 1, 2015
Accessible Formats and Communication Supports	<p>The National Golf Club of Canada shall, upon request, provide or arrange for the provision of accessible formats and communications supports for persons with disabilities:</p> <ul style="list-style-type: none"> <li>➤ In a timely manner that considers the person's accessibility needs due to disability; and</li> <li>➤ At a cost that is no more than the regular cost charged to other persons</li> </ul> <p>The Club will consult with the person making the request.</p>	January 1, 2016
Emergency Procedure, Plans or Public Safety Information	<p>The National Golf Club of Canada, in cooperation with the Joint Health and Safety Committee, will assess our emergency procedures for barriers to persons with disabilities during an emergency.</p> <p>Procedures will be updated to make sure their needs can be met during an emergency and upon request, our emergency procedure can be provided in an accessible format or communication support.</p>	January 1, 2012
Accessible Websites and Web Content	<p>The National Golf Club of Canada, in cooperation with our IT support and Web Designer, will make our internet and intranet websites and web content conform with the Web Content Accessibility Guidelines (WCAG) 2.0, at Level A.</p> <p>The Club will comply with WCAG 2.0, at Level AA (excluding live captioning and audio descriptions)</p>	<p>January 1, 2014</p> <p>January 1, 2021</p>

## Employment Standards

Requirement	Planned Action	Compliance Date
Recruitment, Assessment or Selection process	<p>The National Golf Club of Canada will communicate to its employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.</p> <p>In addition, we will notify applicants selected in the hiring process that accommodations are available upon request and consult with the applicant regarding necessary accommodations.</p>	January 1, 2016
Documented Individual Accommodation Plans	<p>The National Golf Club of Canada will develop and have in place a written process for the development of documented individual employees, and will include the following elements:</p> <ul style="list-style-type: none"> <li>➤ Employee participation in the developments of the individual accommodation plan</li> <li>➤ How the employee is assessed on an individual basis</li> <li>➤ How the employer can request an evaluation from a third party, at the employer's expense, to assist in the accommodation</li> <li>➤ How the employee can request the participation of a rep from their workplace, in the development of the accommodation plan</li> <li>➤ The steps taken to protect the privacy of the employee's personal information</li> <li>➤ The frequency with which the individual accommodation plan will be reviewed and updated and the way it will be done</li> <li>➤ If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee</li> <li>➤ The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability</li> </ul>	January 1, 2016
Return to Work Process	<p>The National Golf Club of Canada will develop and have in place a return to work process that will:</p> <ul style="list-style-type: none"> <li>➤ Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</li> <li>➤ Use documented individual accommodation plans</li> </ul>	January 1, 2016
Performance Management, Career Development, Advancement and Redeployment	<p>The National Golf Club of Canada will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process</p>	January 1, 2016

## **Administration**

If you have any questions or concerns about this policy or its related procedures please contact:

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