



## Emerald Links Golf & Country Club's Multi-Year Accessibility Plan

As part of Emerald Links Golf & Country Club's commitment to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the Accessibilities for Ontarians with Disabilities Act (AODA).

The plan focuses on our initiatives of the AODA's Accessibility Standards and outlines how we will contribute to making Ontario accessible for all. The plan covers the five standards defined by the Act: Customer service, Transportation, Employment, Design of Public Spaces and Communication.

This plan applies to Greely Glen Golf Course Limited operating as Emerald Links Golf & Country Club and its related/allied companies as required by the AODA.

### **Review of Plan**

The plan is reviewed and updated at least once every 5 years.

### **Training**

Emerald Links Golf & Country Club will ensure that all employees and applicable third parties who interact with customers are provided with accessibility training. Training will also be required for those individuals who are involved in the development or implementation of customer service policies, practices and procedures.

The training will address:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service;
- Information about Company policies and procedures (including this policy);
- Best practice on how to communicate with persons with various types of disabilities;
- Best practice on how to interact with people with disabilities who use assistive devices, require the assistance of a service animal or a support person (i.e. screen readers, lifts, TTY phone line)
- Best practice on how to interact with people with disabilities having difficulty accessing your organization's good, services or facilities.
- The accessibility standards and the Ontario Human Rights Code as it relates to people with disabilities.

Emerald Links Golf Club will retain a record of all individuals who have completed the required training.

## **Information and Communication**

In accordance with the AODA's Information and Communication Standard, Emerald Links Golf & Country Club will:

- Ensure internet websites and web content conform with Level A of the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0
- Ensure Emerald Links Golf & Country Club notifies the public and provides, on request, accessible formats and supports for people with disabilities in a timely manner and at no additional cost to others.
- Ensure conformation with Level AA of the WCAG 2.0 as required by the standard.
- Note: This standard is being worked on in 2024 with a new website design.

## **Employment**

In accordance with the AODA's Employment Standards, by 1 January 2024, Emerald Links Golf & Country Club will:

- Ensure inclusive employment processes for recruitment, retention and development within the firm, including:
- Notification of the firm's commitment to accessibility and availability of accommodation
- Provision of accessible formats and communication supports that take into account an employee's accessibility needs
- Taking employees' disabilities and accommodation needs into account in respect of performance management and career development
- Ensuring processes are in place to support employee / workplace accommodation requests following absences from work and during an employee's employment

## **Policies and Training**

Emerald Links Golf & Country Club has and will continue to implement policies and practices and training initiatives in accordance with the AODA by taking the following steps:

- Implementing a policy outlining our commitment to accessibility for clients
- Training for our people on accessibility in the provision of services to our clients
- Implementing a statement of our organization's commitment to meet the accessibility needs of persons with disabilities in a timely manner and in compliance with the AODA's Integrated Accessibility Standards
- Training for our people on accessibility standards and human rights legislation, as it pertains to people with disabilities

Training will be aligned with the specific needs and nature of the employees' work.

A Workplace Emergency Response Plan will be provided to employees who have indicated to the firm that they have a disability and require assistance in the event of an emergency.

This plan will be reviewed at least once every five years.

## **Design of Public Spaces**

Emerald Links Golf & Country Club currently has no plans for new construction or significant redevelopment to which the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation is applicable. Emerald Links Golf & Country Club will adhere to the required responsibilities under this Standard for any future plans to which it applies.

Emerald Links Golf & Country Club will also put in place procedures to prevent service disruption to accessible elements of its public spaces as required under the Design of Public Spaces Standard. In the event of a service disruption affecting these accessible elements, Emerald Links Golf & Country Club will notify the public of such service disruption and any available alternatives.

## **Kiosks**

The Emerald Links Golf & Country Club understands that AODA requires it to consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks. Should Emerald Links Golf & Country Club engage in such activities in the future, it will implement a policy and/or practice to ensure that accessibility issues are considered.

## **Feedback**

At Emerald Links Golf & Country Club, we value feedback from our people, clients and the public as an essential part of our commitment to accessibility.

The feedback from our people will be received by informal and formal conversations, emails, phone calls or through our employee management software. All feedback is reviewed and acted upon accordingly.

The feedback from our clients and the public will be received by informal and formal conversations, phone calls or emails. All feedback is reviewed and acted upon accordingly.

## **Transportation**

Emerald Links Golf & Country Club does not provide conventional or specialized commercial transportation services to passengers and is not required to adhere to the Transportation Standard.

For more information on this accessibility plan, please contact us:

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