



# Metcalfe Golf Club

## Multi-Year Accessibility Plan

Revised December 2023



## Multi-Year Accessibility Plan

Requirement	YES	NO	N/A	Notes/Actions
<p><b>Establishment of Accessibility Policies:</b></p> <ul style="list-style-type: none"> <li>● Develop, implement and maintain required accessibility policies</li> <li>● Statement of commitment</li> <li>● Make policies available to the public</li> </ul>	<b>YES</b>			<p><b>Completed</b> Metcalfe Golf Club has the following policies implemented in the organization:</p> <ul style="list-style-type: none"> <li>● Accessibility Policy</li> <li>● Accessible Customer Service Policy</li> <li>● Information and Communications Standard Policy</li> <li>● Employment Standard Policy</li> </ul> <p>And a Statement of Commitment - AODA (Accessibility).</p> <p>These policies are available online at <a href="http://www.metcalfegolf.com">www.metcalfegolf.com</a></p>
<p><b>Hiring:</b> Ensure job postings are accessible and inform employees and the public of the Employer's commitment to accommodating the needs of people with disabilities in the hiring process. This information must be posted on the Employer's website and included in all job postings.</p>	<b>YES</b>			<p><b>Completed</b> Metcalfe Golf Club welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.</p>
<p>Notify job applicants when they are selected for an interview that accommodation will be provided.</p>	<b>YES</b>			<p><b>Completed</b> Metcalfe Golf Club ensures that each candidate is asked if accommodations are required when contacting an applicant about an interview.</p>
<p>Notify successful applicants of the organization's accommodation policies for accommodating employees with disabilities.</p>	<b>YES</b>			<p><b>Completed</b> Metcalfe Golf Club has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation due to a disability or a medical need that you have not yet informed us about, please contact Rob Howell, General Manager, 1956 8th Line Road, Metcalfe Ontario KOA 2P0, 6138213673 ext 2, <a href="mailto:rhowell@metcalfegolf.com">rhowell@metcalfegolf.com</a> so that arrangements can be made for the appropriate accommodations to be in place</p>

				before you begin your employment.
Inform employees about the organization's policies to support people with disabilities. Inform new employees when they are hired, and inform all employees if the policies are updated or changed.	YES			<p><b>Ongoing</b></p> <p>To distribute this information, Metcalfe Golf Club uses the following (or any other method preferred by employees):</p> <ul style="list-style-type: none"> <li>● Emails</li> <li>● Memos</li> <li>● Website</li> <li>● Bulletin boards</li> <li>● Staff meetings</li> <li>● Annual training</li> <li>● One-on-one conversations</li> </ul>
<p><b>Providing Accessible Workplace Information:</b> Workplace information must be provided in an accessible format upon employee request. This includes:</p> <ul style="list-style-type: none"> <li>● Any information necessary for employees to perform their jobs (e.g., job descriptions and manuals).</li> <li>● General information available to all employees at work (e.g., company newsletters, organization-wide memos, and bulletins regarding company policies and health and safety information).</li> </ul>	YES			<p><b>Ongoing</b></p> <p>Metcalf Golf Club will engage in discussions with employees with disabilities to determine their preferred information delivery methods and how information can be made <a href="#">accessible</a>.</p>
<b>Self-Service Kiosks</b>			N/A	Metcalf Golf Club does not have any Self-Service Kiosks
<p><b>Providing Individualized Workplace Emergency Response Information:</b> Emergency information must be made accessible and a plan must be developed to help employees with disabilities during an emergency.</p> <p>As an employer, if you know an employee might need help in an emergency due to a permanent or temporary disability, you must provide individualized emergency response information to the employee. For example, how an employee:</p> <ul style="list-style-type: none"> <li>● Who uses a wheelchair can safely exit a building in the event of a fire</li> </ul>	YES			<p><b>Ongoing</b></p> <p>Metcalf Golf Club does not currently have any employees with disabilities.</p> <p>Metcalf Golf Club will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.</p> <p>The Metcalfe Golf Club will use a worksheet in consultation with the employee to create the individual emergency response plan.</p>

<ul style="list-style-type: none"> <li>• With a hearing disability, who cannot hear an alarm, will be notified in the event of an emergency</li> <li>• With a visual disability will identify and navigate emergency escape routes</li> <li>• With an invisible disability, such as a heart condition that prevents them from using stairs, will evacuate a building during an emergency</li> </ul>			<p>With the employee’s consent, share this information with the people (manager, supervisor, and co-workers) designated to help them in an emergency.</p> <p>We will review the employee’s emergency response information when:</p> <ul style="list-style-type: none"> <li>• The employee changes work locations</li> <li>• You review the employee’s overall accommodation needs</li> <li>• You review the organization’s general emergency response policies</li> </ul>
<p><b>Managing Performance, Career Development, And Redeployment:</b></p> <p>If you have performance management or career development processes, you must consider the needs of an employee with disabilities when you:</p> <ul style="list-style-type: none"> <li>• Hold formal or informal performance reviews.</li> <li>• Promote or move them to a new job</li> </ul>	YES		<p>Metcalf Golf Club does not current have a performance management program.</p> <p>If one is developed, we will ensure documents are available in accessible formats (for example, large print for people with low vision). Provide feedback and coaching in a way that is accessible to them (for example, allowing someone with a learning disability to record the conversation). Providing the accommodations they need to successfully learn new skills or take on more responsibilities</p>
<p><b>Feedback:</b> Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities.</p>	YES		<p><b>Ongoing</b></p> <p>Upon request Metcalfe Golf Club will</p> <ul style="list-style-type: none"> <li>• Provide or arrange for accessible formats to give persons with disabilities the required channels for giving, receiving and responding to feedback.</li> <li>• Upon request, providing accessible <a href="#">communication supports</a>. For example, if feedback is given or received through written methods, providing alternative methods such as text-to-screen software, allowing employees to give or receive feedback via verbal communication, etc.</li> </ul>
<p><b>Accommodation Plans:</b> You must develop and write a process for creating accommodation plans for employees with</p>	YES		<p><b>Completed/Ongoing</b></p> <p>Metcalf Golf will follow our written policy and process for providing employees with accommodations.</p>

<p>disabilities. This process must be documented and should include:</p> <ul style="list-style-type: none"> <li>● How an employee participates in the development of their individual accommodation plan</li> <li>● How an employee is assessed on an individual basis</li> <li>● How a non-unionized employee can ask for a representative from the workplace to participate in the development of the accommodation plan (as applicable)</li> <li>● How Metcalfe Golf Club, as an employer, can request assistance from an outside expert, at your expense</li> <li>● The steps you will take to protect the privacy of the employee’s personal information</li> <li>● How and when you will provide the employee with their personalized accommodation plan</li> <li>● The schedule for when and how the plan will be reviewed and updated</li> <li>● How you will tell an employee that their individual accommodation plan has not been accepted</li> <li>● How you will provide the plan in an accessible format</li> </ul>				<p>The collaborative process involves both the employee and management.</p> <p>A specific written accommodation plan will be completed on the accommodate process is complete.</p> <p>The plan will be provided in an assessable format based on the needs of the employee.</p>
<p><b>Return-to-Work Process:</b></p> <p>This requirement does not replace or override any other return-to-work process made under any other law (e.g., WSIA).</p> <p>You must develop and write a process to support employees who have been absent from work due to a disability and require disability-related accommodations to return to work.</p>	<p><b>YES</b></p>			<p><b>Completed/Ongoing</b></p> <p>The Metcalfe Golf Club has a 4-step return to work process in place including initialization, contacting the employee, implementation of the plan and monitoring and evaluation.</p> <p>Any return to work plans will be documented with the employees name as well as the person responsible for implementing them.</p>
<p><b>Submit an Accessibility Compliance Report:</b></p>	<p><b>YES</b></p>			<p><b>Completed to 2023</b></p> <p>Metcalfe Golf has submitted Accessibility Compliance reports in: 2017, 2020 and 2023.</p>

<p>Businesses or nonprofits with 20 or more employees are required to submit an accessibility compliance report every three years.</p> <p>The report confirms adherence to current accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).</p>				<p>The next report is due in 2026. The report will be submitted by the General Manager.</p> <p>Our most current accessibility report is posted on our website.</p>
<p><b>Training:</b> Accessibility training which meets AODA requirements must be provided to:</p> <ul style="list-style-type: none"> <li>• All employees and volunteers (paid and unpaid, full-time, part-time and contract positions) as soon as possible after joining the organization</li> <li>• Anyone involved in developing your organization’s policies (including managers, senior leaders, directors, board members and owners)</li> <li>• Anyone who provides goods, services or facilities to clients/customers on your organization’s behalf</li> </ul>	<p><b>YES</b></p>			<p><b>Completed/Ongoing</b></p> <p>Accessibility training is provided to employees of Metcalfe Golf Club is provided online by JPREP.</p> <p>This is provided seasonally to all employees in April/May and when a new employee joins the company.</p> <p>Completion of training is recorded by JPREP and monitored by management.</p>
<p><b>Off-Street Parking:</b></p> <ul style="list-style-type: none"> <li>• Material(s), including visual evidence with measurement of the width, confirming off-street parking facilities has a minimum number of parking spaces for persons with disabilities in accordance with the requirements.</li> </ul>	<p><b>YES</b></p>			<p>Requirements:</p> <ul style="list-style-type: none"> <li>• One parking space which meets the requirements of a Type A parking space where there are 12 parking spaces or fewer.</li> <li>• Four per cent of the total number of parking spaces where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number:</li> <li>• Where an even number of parking spaces for the use of persons with disabilities are provided, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B</li> </ul>

				<p>parking space must be provided.</p> <ul style="list-style-type: none"> <li>• Where an odd number of parking spaces for the use of persons with disabilities are provided, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.</li> <li>• One parking space for the use of persons with disabilities and an additional three per cent of parking spaces for the use of persons with disabilities, where there are between 101 and 200 parking spaces must be parking spaces for the use of persons with disabilities, calculated in accordance with ratios set out above, rounding up to the nearest whole number.</li> <li>• Two parking spaces for the use of persons with disabilities and an additional two per cent of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratio set out above, rounding up to the nearest whole number.</li> <li>• Eleven parking spaces for the use of persons with disabilities and an additional one percent of parking spaces for the use of persons with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for the use of persons with disabilities in accordance with the ratio set out above, rounding up to the nearest whole number.</li> </ul>
<ul style="list-style-type: none"> <li>• Material(s), including visual evidence with measurement of the width, confirming if the organization provides more than one off-street parking facility at a site, the organization shall</li> </ul>	<p><b>YES</b></p>			<p>Illustrated Technical Guide to the Design of Public Spaces:</p> <p><a href="#">2.6.2 Required Number and Location of</a></p>

calculate the number and type of parking spaces for the use of persons with disabilities according to the number and type of parking spaces required for each off-street parking facility.				<a href="http://gaates.org">Accessible Parking Spaces (gaates.org)</a>
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