



AODA - Integrated Accessibility Standards Regulation (IASR) Information and Communications Policy

Policy Category:

Accessibility for Ontarians (AODA)

Subject:

Integrated Accessibility Standards Regulation (IASR) Information and Communication

Office Responsible for Review:

Board of Directors

Related Club Policies and/or By-laws:

N/A

Scope:

Members of the Club, in all categories of membership, their guests and visitors to the Club are governed by this policy.

Policy Statement:

This policy has been developed to meet the requirements of the *Integrated Accessibility Standards, Ontario Regulation 191/11* for the Information and Communications Standard set forth under the *Accessibility for Ontarians with Disabilities Act, 2005*. It details the various requirements and processes that will be administered and followed in order to ensure effective systems are in place to support individuals with disabilities. This policy is administered by the senior leadership team and approved by the Board of Directors.

Definitions:

Accessible Formats: Include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports: Include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready: An electronic or digital format that facilitates conversion into an acceptable format.

Kiosk: An interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one (1) or more services or products.

Policy:

This policy applies to the provision of information and communications services and materials for people with disabilities.

All information and communications materials and services provided by the Club will follow the principles of dignity, independence, integration and equal opportunity.

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- General Requirements
- Feedback Process
- Accessible Formats and Communication Supports
- Accessible Websites and Web Content
- Exceptions
- Review

General Requirements

The general requirements outlined below apply to all four (4) standards: Information and Communications, Employment, Transportation and Design of Public Spaces.

A. Establishment of Accessibility Policies and Plans

The Club will develop, implement and maintain policies that detail how the Club will achieve accessibility. This will include a statement of the Club's commitment to meeting the accessibility needs of persons with disabilities in a timely manner. Upon request, these documents and policies can be made publicly available in an accessible format.

The Club will establish, implement, maintain and document a multi-year accessibility plan outlining its strategy to prevent and remove barriers meeting the requirements under the IASR. Accessibility plans will be made available in an accessible format, upon request, and will be posted on our website.

The accessibility plan will be reviewed and updated once every five (5) years. The plans will be established, reviewed and updated in consultation with persons with disabilities or an advisory committee. Annual status reports will be prepared that will detail the progress of the steps taken to implement The Club's accessibility plan. This status report will be posted on the Club's website. If requested, the report shall be created in an accessible format.

B. Procuring or Acquiring Goods and Services, or Facilities

The Club will incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities. The only exception is cases where it is impracticable to do so.

C. Training Requirements

The Club will provide training for its employees and volunteers regarding the IASR and the *Ontario Human Rights Code* as they pertain to individuals with disabilities. Training will also be provided to individuals who are responsible for developing Club's policies, and individuals who provide goods, services or facilities on behalf of the Club.

Training will take place upon hiring. It will be provided on an ongoing basis to new employees and when changes are made to the accessibility policies.

D. Records

The Club will maintain records on the training provided, when it was provided and the number of employees that were trained.

Feedback Process

The Club will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request.

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, the Club will make the availability of accessible feedback formats publicly known.

Accessible Formats and Communication Supports

Unless deemed unconvertible, the Club will provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, upon request. Accessible formats and communication supports will be provided in a timely manner and at no additional cost to the individual.

When customizing individual requests, the Club will take into account the person's accessibility needs and will consult with the individual making the request to ensure suitability. The availability of accessible formats and communication supports will be publicly known.

Accessible Websites and Web Content

The Club will ensure that our website and all web content published after January 1, 2012, conform to the Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in the IASR.

Exceptions

The Information and Communications Standard does not apply to:

- Products and product labels;
- Unconvertible information or communications; or
- Information that the organization does not control either directly or indirectly through a contractual relationship

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, the Credit Valley Golf and Country Club will ensure that the individual who made the request is provided with an explanation and a summary of the information.

The Club will classify information or communications as unconvertible when:

- it is not technically practicable to convert; or
- the technology required to make the conversion is not readily available.

Review

This policy will be reviewed regularly to ensure that it reflects of The Club's current practices and legislative requirements.

Effective Date: This policy is effective August 31, 2023.

Approval: August 31, 2023

Jason Hanna
Chief Operating Officer