



Integrated Accessibility Standards Policy

The Royal Canadian Golf Association, operating as Golf Canada (“Golf Canada”), is part of the sporting community in our country that is committed to providing goods and services in a manner that respects the dignity and independence of persons with disabilities. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (“AODA”).

The Integrated Accessibility Standards Regulation (Regulation 191/11) under the AODA provides standards for organizations to increase accessibility for persons with disabilities specifically in the areas of:

- Information and Communications
- Employment
- Design of Public Spaces

General Requirements:

- **Multi-year Accessibility Plan**
Golf Canada will maintain its multi-year accessibility plan. The plan will be reviewed and updated at least once every five years. It will show our organization’s commitment to removing barriers and preventing new ones. We will make it available to the public and provide it in an accessible format when requested.
- **Training**
Golf Canada will provide training to employees, volunteers and other staff members on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Training will be provided to the following persons:

- All employees
- Anyone who participates in developing Golf Canada’s policies, which might include Senior Management Team, Managers, Supervisors, Board Members
- Golf Canada will ensure that training is or has been provided to anyone who provides goods, services or facilities on its behalf

Training will include:

- Accessibility requirements from the Integrated Accessibility Regulation
- How the Human Rights Code pertains to persons with disabilities

Information and Communication Standards:

Golf Canada is committed to meeting the communication needs of people with disabilities in a timely and accessible manner.

- **Feedback**
Golf Canada will make feedback processes accessible by providing accessible formats and communications supports when requested. Members of the public may provide feedback through Golf Canada’s website, through the “Contact Us” email address, by telephone at 905-849-9700 and in person.

- **Accessible Formats and Communication Supports**
Golf Canada will provide accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them.
- **Accessible Websites and Web Content**
Golf Canada is committed to working towards an accessible website and web content that will comply with the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0.
- **Accessible Emergency Information**
Golf Canada is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

Employment:

Golf Canada is committed to fair and accessible employment practices. The requirements of the Employment Standard shall be met by January 1, 2015.

- **Recruitment, Assessment & Selection**
Golf Canada will:
 - Notify employees and external applicants about the availability of accommodation for applicants with disabilities in its recruitment process.
 - Notify applicants, when they are individually selected to participate in the assessment or selection process that accommodation for disabilities are made available upon request in relation to the materials or processes to be used.
 - If a selected applicant requests an accommodation, Golf Canada will consult with the applicant and provide, or arrange for, the provision of a suitable accommodation that takes into account the applicant's accessibility needs.
 - When presenting offers of employment, Golf Canada will notify the successful applicant of its policies for accommodating employees with disabilities.
- **Informing Employees of Supports**
Golf Canada will ensure that employees are informed of all accessibility policies (and any updates to those policies) used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. This information will be provided to new employees as soon as practicable after commencing employment.
- **Accessible Formats and Communication Supports for Employees**
Upon request by an employee with a disability, Golf Canada will consult with the employee to provide accessible formats and communication supports for information that is needed to perform his/her job, and information that is available to other employees. In order to determine the suitability of an accessible format or communication support, Golf Canada will consult with the employee making the request. Accessible formats and communications supports regarding general workplace information will also be provided to employees with disabilities.
- **Workplace Emergency Response Information**
Golf Canada will provide employees with disabilities individualized workplace emergency response information when the employee's disability is such that the information is required, and Golf Canada has been informed of the need to accommodate the employee's disability.

- **Documented Individual Accommodation Plans**
Golf Canada will create a written process for the development of documented individual accommodation plans for employees with disabilities, which will include all elements required by the Regulation.
- **Return to Work Process**
Golf Canada will maintain a documented return to work process for employees who have been absent from work due to a disability and who require disability-related accommodations and support in order to return to work. The return to work process will clearly define and outline the steps Golf Canada will take to facilitate the return to work and will include documented accommodation plans for each individual as part of the process.
- **Performance Management, Career Development and Advancement and Redeployment**
Golf Canada will continue to consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when conducting performance management reviews, providing career development and advancement to employees and when redeploying employees.

Design of Public Spaces:

At the present time, Golf Canada does not plan on developing or redeveloping any of its public spaces, as defined in the Design of Public Spaces Standard. However, should we choose to do so, this policy will be revised to include the requirements there under and how we will achieve compliance.

For more information on this accessibility plan, please contact:

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