



Multi-Year Accessibility Plan

The Accessibility for Ontarians with Disabilities Act (AODA) requires organizations in Ontario to develop and implement a multi-year accessibility plan. This plan outlines our commitment at St. Andrew's East to creating an inclusive and accessible environment for individuals with disabilities. The purpose of this plan is to identify barriers, set priorities, and outline actions that will be taken to improve accessibility over the next five years.

1. Accessibility Review:

- 1.1. Conduct a comprehensive review of our facilities, products, services, policies, and practices to identify barriers that may prevent individuals with disabilities from fully participating in all aspects of our Club.
- 1.2. Engage individuals with disabilities, accessibility experts, and stakeholders to gather feedback and input on accessibility issues.
- 1.3. Document and prioritize identified barriers based on their impact and urgency for removal or mitigation.

2. Accessibility Policies and Procedures:

- 2.1. Develop and implement accessible policies and procedures that address identified barriers, ensuring they comply with the AODA standards and regulations.
- 2.2. Review and update existing policies and procedures to ensure they align with the accessibility requirements.
- 2.3. Communicate the accessibility policies and procedures to all employees, contractors, and volunteers through appropriate channels and training sessions.

3. Customer Service Accessibility:

- 3.1. Develop and implement a customer service accessibility policy that outlines our commitment to providing equal access and exceptional service to individuals with disabilities.
- 3.2. Provide accessible customer service training to all employees, contractors, and volunteers who interact with customers.
- 3.3. Establish feedback mechanisms to receive and respond to accessibility-related inquiries and concerns from customers.

4. Employment Accessibility:

- 4.1. Review and enhance our recruitment, selection, and hiring processes to ensure equal opportunities for individuals with disabilities.
- 4.2. Provide accessible formats and communication supports during the application and interview processes upon request.
- 4.3. Develop individual accommodation plans for employees with disabilities, in consultation with the individuals, to facilitate their participation and advancement in the organization.



4.4. Provide ongoing accessibility training to employees, contractors, and volunteers to promote a culture of inclusivity and awareness.

5. Information and Communication Accessibility:

5.1. Make our information and communication formats accessible upon request, including accessible websites, documents, and other media.

5.2. Provide alternative formats and communication supports for individuals with disabilities in a timely manner.

5.3. Ensure that all new content and communications produced are accessible by adhering to accessibility standards and guidelines.

6. Built Environment Accessibility:

6.1. Conduct accessibility audits of our physical facilities to identify and remove architectural and structural barriers where we can.

6.2. Develop and implement an accessibility plan for retrofitting existing facilities to meet accessibility standards as we renovate our clubhouse and facilities.

6.3. Ensure that any new construction or major renovations comply with applicable accessibility standards and regulations.

6.4. Provide clear signage and wayfinding information throughout our facilities to assist individuals with disabilities.

7. Monitoring, Evaluation, and Reporting:

7.1. Establish mechanisms to monitor and evaluate the progress of accessibility initiatives and the removal of barriers.

7.2. Regularly review the multi-year accessibility plan to ensure its relevance and effectiveness.

7.3. Prepare and submit accessibility reports as required by the AODA, outlining the progress made and identifying areas that require further attention.

8. Continuous Improvement:

8.1. Foster a culture of continuous improvement by soliciting feedback from individuals with disabilities, employees, and stakeholders.

8.2. Regularly engage with accessibility experts and organizations to stay updated on best practices and emerging accessibility trends.

8.3. Allocate necessary resources to support the implementation of accessibility initiatives and address identified barriers