

## **Multi-year Accessibility Plan**

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PWGC is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. 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 AODA.

PWGC strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

PWGC is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians.

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

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the names of individuals to whom it was provided.

The plan reviews past achievements and future strategies and actions to removing and preventing barriers in the following areas:

- 1) Customer Service
- 2) Information and Communications
- 3) Employment
- 4) Training

### **1) Customer Service**

PWGC is committed to providing accessible customer service to people with disabilities. This means we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

#### **A) Past Achievements to Remove and Prevent Barriers**

- PWGC has developed policies for members and guests needing help in accessing the golf course with special flags for golf carts.



- The dining room can be accessed by a ramp or members and guests can be transported via a golf cart.
- Customer Feedback is received via in person, email, telephone or by the use of the Accessible Customer Service Feedback Form. All feedback is reviewed by the General Manager to identify or address potential barriers with no complaints received at this time.

B) Strategies and Actions to Remove and Prevent Barriers

- Customer Feedback will be continued to be reviewed to address any barriers, and if necessary, develop new policies to remove these barriers.

## 2) Information and Communications

PWGC is committed to making our information and communications accessible to people with disabilities.

A) Past Achievements to Remove and Prevent Barriers

- Provided information in an accessible format for our member and guests.

B) Strategies and Actions to Remove and Prevent Barriers

- Continue to notify members and guests that accessible formats and communication supports are available.
- Request quote from 3<sup>rd</sup> party to review compliance to WCAG 2.0 Level AA
- Provide emergency documents in an accessible format.

## 3) Employment

PWGC is committed to fair and accessible employment practices.

A) Past Achievements to Remove and Prevent Barriers

- Advise employees and potential employees of the availability of accommodations for applicants with disabilities through all stages of the recruitment and employment process.
- If required develop Individual Accommodation Plans.

B) Strategies and Actions to Remove and Prevent Barriers

- Additional training for Human Resource Assistant on developing Individual Accommodation Plans for employees



#### 4) Training

PWGC is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

##### A) Past Achievements to Remove and Prevent Barriers

- Training is provided thru HR Downloads, a professional HR service provider, using immersive and interactive videos.
- All new employees must complete the training and employees can complete refresher courses if necessary.
- Training records are maintained by Human Resources

##### B) Strategies and Actions to Remove and Prevent Barriers

- PWGC will continue to use a 3<sup>rd</sup> party to ensure up to date information and training is being provided to our employees.

#### **Document Management:**

Revised Date:	December 14, 2023
Signed By:	Sherry Mailloux