



Multi-Year Accessibility Plan

General Requirements

For private sector employers with 50+ employees in Ontario, the following requirements must be met.

Requirement	YES	NO	N/A	Notes/Actions
Establishment of Accessibility Policies: <ul style="list-style-type: none"> Develop, implement and maintain required accessibility policies Statement of commitment Make policies available to the public 	Yes			<p>Twenty Valley Golf and Country Club Inc. has the following policies implemented in the organization:</p> <ul style="list-style-type: none"> Accessibility Policy Accessible Customer Service Policy Information and Communications Standard Policy Employment Standard Policy <p>And a Statement of Commitment - AODA (Accessibility).</p> <p>These policies are available on our website, upon request, and posted on our Health & Safety board.</p>
Hiring: 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.	Yes			<p>Twenty Valley Golf and Country Club Inc. 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>
Notify job applicants when they are selected for an interview that accommodation will be provided.	Yes			<p>Twenty Valley Golf and Country Club Inc. ensures that each candidate is asked if accommodations are required when contacting an applicant about an interview.</p>
Notify successful applicants of the organization's accommodation policies for	Yes			<p>Twenty Valley Golf and Country Club Inc. has an accommodation process in place and provides</p>



accommodating employees with disabilities.				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 Sarah Arcaro, 3814 Yonge St., Vineland, ON, L0R 2C0, 905-562-4333, clubhouse@twentyvalley.com so that arrangements can be made for the appropriate accommodations to be in place 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			To distribute this information, Twenty Valley Golf and Country Club Inc. uses the following (or any other method preferred by employees): <ul style="list-style-type: none"> • Emails • Memos • Website • Bulletin boards • Staff meetings • One-on-one conversations
Providing Accessible Workplace Information: Workplace information must be provided in an accessible format upon employee request. This includes: <ul style="list-style-type: none"> • Any information necessary for employees to perform their jobs (e.g., job descriptions and manuals). • 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). 	Yes			Twenty Valley Golf and Country Club Inc. should engage in discussions with employees with disabilities to determine their preferred information, delivery methods and how information can be made accessible.
Providing Individualized Workplace Emergency Response Information: Emergency information must be made accessible and a plan must be developed to help employees with disabilities during an emergency.	Yes			Twenty Valley Golf and Country Club Inc. is committed to ensuring that all people have access to information and communication. We will provide our ERP (Emergency Response Plan) in a format that takes into consideration individual needs as they arise.



<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"> • Who uses a wheelchair can safely exit a building in the event of a fire • With a hearing disability, who cannot hear an alarm, will be notified in the event of an emergency • With a visual disability will identify and navigate emergency escape routes • With an invisible disability, such as a heart condition that prevents them from using stairs, will evacuate a building during an emergency 				<p>With the employee's consent, share this information with the people designated to help them in an emergency.</p> <p>Review the employee's emergency response information when:</p> <ul style="list-style-type: none"> • The employee changes work locations • You review the employee's overall accommodation needs • You review the organization's general emergency response policies
<p>Managing Performance, Career Development, And Redeployment:</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"> • Hold formal or informal performance reviews • Promote or move them to a new job 	Yes			<p>Examples include:</p> <ul style="list-style-type: none"> • Making documents available in accessible formats (for example, large print for people with low vision) • Providing 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>Feedback: Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities.</p>	Yes			<p>Examples include:</p> <ul style="list-style-type: none"> • Providing or arranging for accessible formats to give persons with disabilities the required channels for giving, receiving and responding to feedback. • Upon request, providing accessible communication supports. For example, if feedback is given or received through written methods, providing alternative methods such as text-to-screen software's, allowing



				employees to give or receive feedback via verbal communication, etc.
<p>Accommodation Plans: You must develop and write a process for creating accommodation plans for employees with disabilities. This process must be documented and should include:</p> <ul style="list-style-type: none"> • How an employee participates in the development of their individual accommodation plan • How an employee is assessed on an individual basis • How a non-unionized employee can ask for a representative from the workplace to participate in the development of the accommodation plan (as applicable) • How Twenty Valley Golf and Country Club Inc., as an employer, can request assistance from an outside expert, at your expense • The steps you will take to protect the privacy of the employee's personal information • How and when you will provide the employee with their personalized accommodation plan • The schedule for when and how the plan will be reviewed and updated • How you will tell an employee that their individual accommodation plan has not been accepted • How you will provide the plan in an accessible format 	Yes			<p>Twenty Valley Golf and Country Club Inc.'s process for developing Accessibility plans, where Accessibility Plans may be located/where it will be documented.</p> <ul style="list-style-type: none"> • An employee may identify the need by notifying their manager, that due to a disability, they cannot perform the essential duties of their job and are requesting an individual accommodation plan. • For an employee returning to work after an illness or injury, the return-to-work process involves a review to determine whether there are any disabilities and/or required accommodations prior to the employee returning to the workplace, and they are covered by the RTW policy. • The need for an accommodation may be identified by a manager, health care provider or another party, in which case the employee will be made aware of the accommodation process. <p>You and the employee with a disability must collaboratively determine and implement the appropriate accommodation measures.</p>
<p>Return-to-Work Process:</p> <p>This requirement does not replace or override any other return-to-work process made under any other law (e.g., WSIA).</p>	Yes			<p>The employee reports their need for a disability leave to their manager or human resources (as applicable) The manager and the employee will initiate the return-to-work process.</p> <p>The manager will make and maintain contact</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>with the employee on leave with the employee's consent. If asked by the employee, the manager will help to resolve any problems with treatment. The employee will monitor their progress until they are fit to come back to work.</p> <p>The manager will ensure work practices are safe for the returning employee.</p> <p>The employee and the healthcare provider (if required) will collaborate to develop a formal RTW plan.</p> <p>The RTW plans will be provided by management upon request, and kept in the employees file for the duration of employment.</p>
<p>Submit an Accessibility Compliance Report:</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>Yes</p>		<p>Twenty Valley Golf and Country Club will make their next submission of an Accessibility Compliance Report online, before December 31st, 2026.</p> <p>The 2023 Compliance Report will be available upon request, and will be stored and filed in a hard copy file, as well as on a shared drive on the PC system for access to all management.</p> <p>The Compliance Reports will be submitted on time by Sarah Arcaro, clubhouse@twentyvalley.com</p>
<p>Training: Accessibility training which meets AODA requirements must be provided to:</p> <ul style="list-style-type: none"> • All employees and volunteers (paid and unpaid, full-time, part-time and contract positions) as soon as possible after joining the organization • Anyone involved in developing your organization's policies (including 	<p>Yes</p>		<p>Accessibility training provided to employees of Twenty Valley Golf and Country Club Inc. must cover the following:</p> <ul style="list-style-type: none"> • the purpose of the Accessibility for Ontarians with Disabilities Act • an overview of the requirements of the customer service standard • your organization's policy on providing accessible customer service • how to interact with people with various types of disabilities



<p>managers, senior leaders, directors, board members and owners)</p> <ul style="list-style-type: none"> • Anyone who provides goods, services or facilities to clients/customers on your organization's behalf 			<ul style="list-style-type: none"> • how to interact with people who use an assistive device or require the assistance of a service animal or support person • information on how to use any equipment or devices available in your organization to help provide goods, services or facilities to people with disabilities (for example, screen readers, lifts, TTY phone line) • what to do if a person with a disability is having difficulty accessing your organization's goods, services or facilities • the accessibility standards and the Ontario Human Rights Code as it relates to people with disabilities • any changes or updates to the organization's accessibility policies • any accessibility training pertaining to the employees' responsibilities or job duties <p>Training will be completed by direct management. Each employee will receive an employee manual upon onboarding. This manual will be posted on the Health and Safety bulletin board. These manuals and training documents will be filed as a hard copy, posted for all access, email, as well as available on a shared drive for all management to access.</p> <p>A training record will be kept by each departmental manager to ensure all of their staff are compliant with all required training documents. These will be kept in our employee files for the duration of employment.</p> <p>Records must include when the trainings were delivered, who attended, and how many employees participated in and completed the training.</p>
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<p>Off-Street Parking:</p> <ul style="list-style-type: none"> 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. 	<p>Yes</p>			<p>Requirements:</p> <ul style="list-style-type: none"> One parking space which meets the requirements of a Type A parking space where there are 12 parking spaces or fewer. 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: 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 parking space must be provided. 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. 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. Two parking spaces for the use of persons with disabilities and an additional two per cent of parking spaces
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				<p>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.</p> <ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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 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. 	Yes			<p>Illustrated Technical Guide to the Design of Public Spaces:</p> <p>2.6.2 Required Number and Location of Accessible Parking Spaces (gaates.org)</p>