



Bigwin Island Golf Club Multi-year Accessibility Plan (AODA)

Intent

This accessibility plan outlines the strategy of Bigwin Island Golf Club (“BIGC”) to prevent and remove barriers for people with disabilities and comply with the requirements of the *Integrated Accessibility Standards* regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Statement of Commitment

Bigwin Island Golf Club is committed to providing an accessible environment for all Members, guests, employees, job applicants, suppliers, and visitors who may enter our premises, access our information, or use our services. As an organization, we respect and comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulation. We strive to provide an accessible and welcoming environment for everyone by identifying and removing barriers in our workplace and ensuring that new barriers are not created. The company ensures that persons with disabilities are provided with equal opportunities. We are committed to meeting the needs of individuals with disabilities in a timely and integrative manner that respects their dignity and independence.

Multi-year Accessibility Plan

This plan is reviewed and updated at least once every five years. This plan is in effect from January 1, 2025 to January 1, 2030. Employees are provided with required training under the *Accessibility for Ontarians with Disabilities Act, 2005* and its associated regulation as soon as practicable after hiring, and when changes are made to the company’s accessibility policies.

If you have any questions or concerns about this plan or its initiatives, or if you want to receive a copy of the plan in a different accessible format, please contact Kelly Jacobsen at kjacobsen@bigwinislandgc.com.

Bigwin Island Golf Club has completed the following initiatives to prevent and remove barriers and comply with the requirements of the *Integrated Accessibility Standards* regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*:

General

- BIGC has created and implemented written policies on how to achieve accessibility by meeting all applicable accessibility requirements of the IASR.
- BIGC has established and implemented a multi-year accessibility plan.
- BIGC’s accessibility plan is posted on the website.

- BIGC updates the accessibility plan at least once every five years.
- BIGC will provide the accessibility plan in accessible formats when requested.

Employee Training

- BIGC provides training to all employees on the AODA and the IASR.
- BIGC provides training to all employees on the *Human Rights Code* as it pertains to people with disabilities

Information and Communication Standards

- BIGC has a process for receiving and responding to feedback that is accessible to people with disabilities.
- In the event of a planned or unexpected disruption to services or facilities, BIGC will notify our stakeholders promptly. An emailed notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice email will be sent to all Members.
- Company website will conform to the World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 Level AA.

Employment Standards

- If BIGC employs any persons with disabilities, the company provides individualized workplace emergency response information where the disability is such that this information is necessary and where the company is aware of the need for accommodation due to the employee's disability.
- The individualized workplace emergency response information is reviewed when the employee moves to a different location in the workplace, when the employee's overall accommodation needs or plans are reviewed, and when the company reviews its general emergency policies.
- If an employee with individualized workplace emergency response information requires assistance during emergencies, then the company, with the employees' consent, provides the emergency response information to the employees who are designated to assist during emergencies. This information is provided as soon as possible after the company becomes aware of the need for accommodation due to the employee's disability.

Transportation Standards

- BIGC will provide individualized support for any employee, Member or guest with a disability who asks for transportation assistance.

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Customer Service Standards

- BIGC provides training to all applicable employees about providing goods, services, or facilities to persons with disabilities.
- The company provides information in an accessible format and, when necessary, consults with anyone requesting information on the suitability of the format.
- Information is provided in an accessible format in a timely manner that takes into account the individual's disability at no additional cost when necessary.
- If the company ever requires a person with a disability to be accompanied by a support person when on the premises, the person was consulted to determine whether a support person is necessary to protect their health and safety and the safety of others.

Feedback Process

Members who wish to provide feedback on the way we provide goods and services to people with disabilities can email Kelly Jacobsen, HR Manager, at kjacobsen@bigwinislandgc.com. Customers can expect to hear back 48 hours. Complaints will be addressed according to our organization's regular complaint procedures.

Bigwin Island Golf Club is committed to the ongoing accessibility of our property.