

# Multi-year Accessibility Plan

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## Purpose

The goal of the Accessibility for Ontarians with Disabilities Act, 2005 (the “Act”) is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability.

This 2022 - 2027 accessibility plan outlines the policies and actions that The Stratford Club Partnership will continue to improve opportunities for people with disabilities.

## Statement of Commitment

The Stratford Club Partnership is committed to providing an environment in which people with disabilities are treated in a fair and respectful manner which allows them to maintain their dignity, individuality and independence. 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, 2005.

## Accessible Emergency Information

Where The Stratford Club Partnership prepares emergency procedures, plans or public safety information and makes that information available to the public, the information will be provided in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

The Stratford Club Partnership will provide employees with disabilities with individualized emergency response information when necessary.

## Training

The Stratford Club Partnership provides training to employees, volunteers and other staff members on Ontario’s accessibility laws, the Human Rights Code as it relates to people with disabilities and providing accessible customer service. Training will be provided in a way that best suits the duties of employees, volunteers, and other staff members.

## Customer Service

The Stratford Club Partnership will continue to ensure that its policies, practices, and procedures are consistent with the following principles:

- Goods or services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, is integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

- Persons with disabilities are given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.
- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- Persons with disabilities and their service animals are accommodated in all aspects of service provision unless the animal is otherwise excluded by law.
- When communicating with a person with a disability Employees will do so in a manner that takes into account the person's disability

## **Information and Communications**

The Stratford Club Partnership is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The Stratford Club Partnership. will continue to take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

- Maintain a feedback process that enables customers to comment on the provision of our services to persons with disabilities.
- Feedback may be submitted by telephone, email or in writing.
- Implement a solution to accommodate requests for information and communications by telephone, email or in writing.
- Make requests for information and communication available in an alternate format or with communication support.
- Conduct consultation sessions to ensure the alternate format or communication support is appropriate and meets the needs of the person making the request.
- Accessibility requirements provided to IT department to ensure website compliance.

## **Employment**

The Stratford Club Partnership is committed to fair and accessible employment practices.

- We have developed an accessibility policy.
- Our new hire orientation package includes training on AODA requirements.
- Potential employees are notified of the availability of accommodation in our job postings and interview invitations.
- We continue to ensure there are documented individual accommodation plans for each current employee with a disability if required.

The Stratford Club Partnership. will review individual circumstances on a case by case basis to prevent and remove other accessibility barriers identified.

## **Design of Public Spaces**

The Stratford Club Partnership will establish plans to meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

We will take appropriate measures to prevent service disruptions to its accessible parts of its public spaces. In the event of a service disruption, we will notify the public of the service disruptions and alternatives available.

## For More Information

For more information on this accessibility plan, please contact Human Resources or [hr@gatemanmilloy.com](mailto:hr@gatemanmilloy.com).

**Accessible formats of this document are available upon request.**

<b>AODA Compliance Timeline</b>	
January 1, 2012	All requirements under the Customer Service Standard
	Employment – Workplace Emergency Response
January 1, 2014	General – Accessibility Policy and Multi-year Accessibility Plan
January 1, 2015	General – Training
	Information and Communication – Feedback Process
January, 2016	Employment - Recruitment
	Employment – Information for Employees
	Employment – Process to Accommodate Employees/RTW
	Employment – Performance management, career development and redeployment
	Information and Communication – Accessible formats and supports
January 1, 2021	Information and Communication – Accessible websites and content