



## **Ontario Multi-year Accessibility Plan**

*Revised July 2016*

ClubLink Corporation ULC (ClubLink) is committed to implementing, maintaining and enhancing accessibility with respect to employment, and the use of all goods and services, for all persons with disabilities, in a timely manner.

ClubLink shall use reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- Persons with disabilities will be given equal opportunity in the employment cycle and to obtain, use and benefit from goods and services.

### **Accessibility for Ontarians with Disabilities Act, 2005**

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law on June 13, 2005. It builds on progress made under the Ontarians with Disabilities Act, 2001, to create an accessible Ontario by 2025.

Under the legislation, the government of Ontario has developed mandatory accessibility Standards that identify, remove and prevent barriers for persons with disabilities in key areas of daily living. The Standards apply to private and public sector organizations across Ontario.

The Act includes Accessibility Standards in:

- Customer service
- Information and communications
- Employment
- Transportation
- Built environment

## Customer Service Standard

The first Standard required compliance by January 1, 2012. Under the [Ontario Regulation 429/07, Customer Service Standard](#) ClubLink created a policy and outlined our commitment to all aspects of the Standard which included:

- Dealing with service animals and support persons
- Providing notice of service disruption
- Ensuring an accessible feedback process
- Providing for the use of assistive devices and alternate formats
- Training employees on the Standard and how to effectively communicate and interact with persons with disabilities.

ClubLink met all of the requirements and submitted a Compliance Report to meet the deadlines.

## Integrated Standards

The [Ontario Regulation 191/11, the Integrated Accessibility Standards](#) became law on July 1, 2011, with compliance deadlines ranging from January 2012 to January 2021. It combines three Standards: [Employment](#), [Information and Communications](#), and [Transportation](#) and outlines 'General' requirements.

## Actions

The table below outlines our initiatives in response to the Standards and compliance deadlines:

Action	Standard	Deadline
A policy on the Customer Service Standard was created on December 4, 2012 outlining our response to all aspects of the Standard.	Customer Service Standard	January 1, 2012 <b>COMPLETED</b>
All existing employees were trained on how to interact with persons with disabilities through a presentation facilitated by people managers.	Customer Service Standard	January 1, 2012 <b>COMPLETED</b>

Upon hire, all new employees must participate in online training on the AODA and the Customer Service Standard.	Customer Service Standard	January 1, 2012 Ongoing
Information about emergency response plans is available to customers and employees with disabilities.	Integrated Standards - Information and Communications	January 1, 2013 <b>COMPLETED</b>
Employees with disabilities will be provided with individualized emergency response information when necessary.	Integrated Standards - Information and Communications	Ongoing
The AODA policy was revised in November 2014 to include the policy and procedures to meet the requirements of the Integrated Standards.	Integrated Standards - General	December 1, 2014 <b>COMPLETED</b>
ClubLink will ensure that all new internet websites and web content conform with WCAG 2.0 Level A.	Integrated Standards - Information and Communications	January 1, 2014 <b>Ongoing</b>
Access to ClubLink's Accessibility policy and resources, the AODA and the Standards are and will continue to be available for employees on <a href="http://myclublink.ca">http://myclublink.ca</a> .	Customer Service and Integrated Standards	December 31, 2014 <b>Ongoing</b>
The section on Accessibility on ClubLink's public website <a href="http://www.clublink.ca">www.clublink.ca</a> will be updated with a copy of this multi-year plan.	Integrated Standards - Information and Communications	December 31, 2014 <b>COMPLETED</b>
Access to this multi-year plan and customer feedback information will be available on our public website <a href="http://www.clublink.ca">www.clublink.ca</a>	Customer Service and Integrated Standards	December 31, 2014 <b>Ongoing</b>
All employees will be trained on the requirements of the Integrated Standard and the Human Rights Code, using online learning.	Integrated Standards - General	January 1, 2015 <b>Ongoing</b>
ClubLink will review its employment practices and revise where needed to ensure that they accommodate for persons with disabilities during the recruitment and assessment processes and when people are hired, as per the Standard.	Integrated Standards - Employment	January 1, 2016 <b>COMPLETED</b>

ClubLink will consult with employees and ensure the accessibility needs of employees with disabilities are taken into account when using performance management and career development.	Integrated Standards - Employment	January 1, 2016 <b>COMPLETED</b>
ClubLink will develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.	Integrated Standards - Employment	January 1, 2016 <b>COMPLETED</b>
A plan will be developed and executed to ensure that all internet websites and web content achieve WCAG 2.0 Level AA by 2021.	Integrated Standards - Information and Communications	January 1, 2021

**Customer Feedback**

ClubLink ensures feedback processes are accessible by providing or arranging for the provision of accessible formats and communication supports upon request.

Feedback from our customers provides ClubLink with opportunities to learn and improve. ClubLink recognizes the right of our customers to make a complaint, a compliment or suggest ways to improve our services.

To ensure that the delivery of goods and services to persons with disabilities is provided in an effective and timely manner, customers are invited to provide their feedback in any preferred format including:

- In person at any ClubLink property.
- By telephone at 905-841-3730
- In writing to: Attention: Human Resources, ClubLink Corporation ULC, 15675 Dufferin Street, King City, Ont., L7B 1K5

*Responding to Feedback*

ClubLink will respond either in writing, in person, e-mail and/or by telephone, based on the format requested. They will acknowledge receipt and outline any actions that will be taken in response to the feedback.

**Plan Review**

This Multi-Year Accessibility Plan will be reviewed by ClubLink on an annual basis.