



THE TORONTO HUNT ACCESSIBILITY PLAN

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). The goal of the AODA is to remove barriers and make Ontario an accessible province for persons with disabilities by 2025.

STATEMENT OF COMMITMENT

The Toronto Hunt is committed to providing an environment that is accessible and inclusive to all persons with disabilities who work or visit here. We are committed to meeting the needs of all persons with disabilities in a timely manner, and in a way that allows them to maintain their dignity and independence. We will do so by removing and preventing barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

The Integrated Accessibility Standards Regulations (IASR) under the AODA required that effective January 1, 2014, The Toronto Hunt must develop, implement and post a multi-year accessibility plan to prevent and remove accessibility barriers.

The accessibility plan outlines The Toronto Hunt's strategy to identify and eliminate barriers for persons with disabilities, and comply with all AODA requirements applicable to The Toronto Hunt.

The Toronto Hunt's customer service training guide outlines our practices to better serve the needs of members and guests with disabilities and improve customer service by removing barriers in attitude and understanding.

CUSTOMER SERVICE

The Toronto Hunt strives at all times to provide services in a manner that respects the dignity and independence of persons with disabilities. We are committed to excellence in serving all of our members and guests including people with disabilities. It is the policy of The Toronto Hunt that its' environment be free from barriers, discrimination and harassment as defined by the Ontario Human Rights Code.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities. Communication takes into consideration a person's disability and The Toronto Hunt supports the use of assistive devices. We will work with the person with a disability to determine what method of communication works for them. All employees who deal with members and visitors are trained on the AODA and the requirements of the Customer Service Standards.

ACCESSIBLE EMERGENCY INFORMATION

The Toronto Hunt is committed to providing our members and guests with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

INFORMATION AND COMMUNICATIONS

The Toronto Hunt is committed to making our information and communications accessible to people with disabilities. We will communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports. Accessible formats and communication supports will be provided in a timely manner.

The Toronto Hunt will ensure that our website conforms to the Web Content Accessibility Guidelines (WCAG) in accordance with Ontario's accessibility laws.

FEEDBACK PROCESS

The Toronto Hunt welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Members and guests who wish to provide feedback on the way we provide services to people with disabilities can contact our General Manager in person, by telephone, mail or email. Feedback will be given serious consideration and responded to within five (5) business days.

The Toronto Hunt will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

EMPLOYMENT

The Toronto Hunt is committed to fair and accessible employment practices. We will notify employees, potential hires and the public that accommodations can be made during recruitment and hiring.

We will notify employees that supports are available for those with disabilities. We will put in place a process to develop individual accommodation plans for employees.

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency.

TRAINING

The Toronto Hunt will provide training for its employees regarding the IASR, the Ontario Human Rights Code and Customer Service policy as they pertain to individuals with disabilities.

We will train our employees on accessibility as it relates to their specific roles. Training will be provided on an ongoing basis to new employees and as changes to The Toronto Hunt's accessibility policies occur. The Toronto Hunt will maintain records on the training and when it was provided upon successful completion of their probationary period.

DESIGN OF PUBLIC SPACES

The Toronto Hunt will meet accessibility laws when building or making major changes to public spaces such as:

- Off-street accessible parking
- Outdoor paths of travel
- Outdoor eating areas
- Use of elevator/lifts for multi-level building

The Toronto Hunt will put procedures in place to prevent service disruptions to the accessible parts of our public spaces. In the event of a service disruption, we will notify the public of the service disruption and available alternatives by posting notices at the Pro Shop, food/services areas and Club website.

FOR MORE INFORMATION

Standard and accessible formats of this document are available by contacting admin@torontohunt.com.

For more information on this accessibility plan, please contact:

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