



GRANITE CLUB

1875

ACCESSIBILITY POLICY

INTRODUCTION

Our Commitment to Accessibility

The Granite Club is committed to ensuring equal access and participation for people with disabilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of persons 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* (“AODA”) and with *Regulation 191/11: Integrated Accessibility Standards* under the AODA (“Regulation”).

This policy has been established by the Granite Club pursuant to the requirements of the AODA and the Regulation and addresses how the Granite Club will meet its accessibility obligations. It will be reviewed and updated as necessary and will be posted on our website.

EMPLOYEE TRAINING

The Granite Club shall provide training to all its Employees, Contractors, persons who participate in developing its policies, and all other persons who provide goods, services or facilities on behalf of the Granite Club. The training shall be appropriate to the duties of the Employees, Contractors, and other persons receiving it, and it shall be provided as soon as practicable, on an ongoing basis, and as necessary to comply with all statutory requirements. The training shall encompass:

- the requirements of the AODA, the Regulations, and the *Human Rights Code* as it relates to persons with disabilities in Ontario;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person;
- how to use the available equipment or devices to help with providing goods, services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty accessing the Granite Club’s goods, services or facilities.

Employees shall be trained on accessible customer service as part of their training when they are first hired and again if changes are made to our accessible customer service policy.

The Granite Club shall maintain a record of training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

ACCESSIBLE CUSTOMER SERVICE STANDARDS

Communication

The Granite Club shall communicate with people with disabilities in ways that take into account their disability. We understand that communication styles vary and that not all persons with the same disability use the same communication modalities. The Granite Club makes every effort to ensure that our Employees take this into consideration and, when not sure, to always ask our Members and Guests how best to communicate with them.

In addition, we train Employees to communicate over the telephone in clear and plain language and to speak slowly. We will offer to communicate by email if telephone communication is not suitable to their communication needs or is not available.

Use of Service Animals and Support Persons

The Granite Club is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We ensure that all Employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal. If service animals are prohibited by another law, we will ensure the Member or Guest with disabilities can access our goods, services or facilities by explaining why the animal is excluded and discussing with the Member or Guest other reasonable ways to provide goods, services or facilities.

The Granite Club is also committed to welcoming people with disabilities who are accompanied by a support person. Any Member or Guest with a disability who is accompanied by a support person will be allowed to enter the Granite Club's premises with his or her support person.

Assistive Devices

The Granite Club is committed to serving Members and Guests with disabilities who use assistive devices to obtain, use or benefit from our services. People with disabilities may use their personal assistive devices when accessing our goods, services or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, discussions will be held with the Member or Guest about other measures that may be available to provide reasonable accommodation.

We ensure our Employees are trained and familiar with various assistive devices such as canes, wheelchairs, etc. that may be used by Members and Guests with disabilities while accessing our services.

Notice of Temporary Disruption

The Granite Club will provide Members and Guests with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

Feedback Process

The Granite Club is committed to exceeding expectations while serving Members and Guests with disabilities. Comments on our services are welcome and appreciated. The Granite Club will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request. All feedback received will be reviewed within a reasonable time period and the Granite Club will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with the Granite Club's complaints process. Further information about our feedback process is available at the end of this policy.

Documents

Documents related to accessible customer service will be provided in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Any policies of the Granite Club that are discovered to not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

The Accessibility Plan will be reviewed and updated at least once every five years, and will be posted on the Club's website. Upon request, the Granite Club will provide a copy of the Accessibility Plan in an accessible format.

INFORMATION & COMMUNICATION STANDARDS

Feedback

The Granite Club will continue to ensure that its process for receiving and responding to feedback is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communications supports, upon request. We will notify the public of the availability of accessible formats and communication supports including by posting this information online. Further information about our feedback process is available at the end of this policy.

Accessible Formats & Communication Supports

Upon request, the Granite Club will arrange for the provision of accessible formats and reasonable communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs arising from their disability.

The Granite Club will consult with the person making the request in determining the suitability and reasonableness of an accessible format or communication support.

The Granite Club will also notify the public about the availability of accessible formats and communication supports.

Accessible Websites and Web Content

In accordance with the compliance requirements set out in the Regulation, and subject to applicable exceptions, the Granite Club will ensure that our Internet websites, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA.

Emergency Information

Where the Granite Club prepares emergency procedures, plans or public safety information and makes such information available to the public, it shall provide the information in an accessible format or with reasonable and appropriate communication supports, as soon as practicable, upon request.

EMPLOYMENT STANDARDS

Recruitment

Accommodation for applicants (including existing Employees) with disabilities are available in the Granite Club's recruitment processes.

Recruitment, Assessment or Selection Process

The Granite Club will notify job applicants at the appropriate time that accommodations are available upon request in relation to the job assessment or selection process.

If a selected applicant requests an accommodation, the Granite Club will consult with the applicant and endeavor to provide, or arrange for the provision of, a reasonable accommodation in a manner that takes into account the applicant's accessibility needs due to disability, to the point of undue hardship.

Notice to Successful Applicants

When making offers of employment, the Granite Club will notify the successful applicant of its policies for accommodating Employees with disabilities.

Informing Employees of Opportunities for Reasonable Accommodations

The Granite Club will continue to inform its Employees of its policies (and any updates to those policies) used to support Employees with disabilities, including policies on the provision of reasonable accommodation of disabilities. This information will be provided to new Employees as soon as practicable after commencing employment.

Accessible Formats and Communication Supports for Employees

Upon the request of an Employee with a disability, the Granite Club will consult with the Employee to determine what accessible formats and reasonable communication supports for information can be provided to assist with job performance.

Workplace Emergency Response Information

The Granite Club will provide individualized workplace emergency response information to Employees who have a disability where the disability is such that the individualized information is necessary, and if the Granite Club is aware of the need for accommodation. The Granite Club will provide this information as soon as practicable after becoming aware of the need for accommodation.

Where the Employee requires assistance, the Granite Club will, with the consent of the Employee, provide the workplace emergency response information to the person designated by the Granite Club to provide assistance to the Employee.

The Granite Club will review the individualized workplace emergency response information when the Employee moves to a different location in the organization, when the Employee's overall accommodation needs or plans are reviewed, and when it reviews its general emergency response policies.

Documented Individual Accommodation Plans

The Granite Club will maintain a written process for the development of individual accommodation plans for Employees with disabilities.

Individual accommodation plans shall, if requested, include: any information regarding accessible formats and communication supports provided; individualized workplace emergency response information; and shall identify any other accommodation to be provided.

Return to Work Process

The Granite Club maintains a documented return to work process for its Employees who have been absent from work due to a disability and who require disability-related accommodation in order to return to work.

The return to work process outlines the steps the Granite Club will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

This return to work process will not replace or override any other return to work process created by or under any other statute (i.e., the *Workplace Safety Insurance Act, 1997*).

Performance Management, Career Development and Advancement & Redeployment

The Granite Club will take into account the accessibility needs of Employees with disabilities, as well as individual accommodation plans, when conducting performance management, providing career development and advancement to Employees, or when redeploying Employees. The Granite Club shall, at all times, comply with its legal duties to ensure that Employees have the right to equal treatment with respect to employment without discrimination because of disability.

ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT

The Granite Club will comply with the Design of Public Spaces Standards with respect to public spaces that are newly constructed or redeveloped in accordance with the requirements of the Regulation. The Granite Club will incorporate reasonable accessibility features when designing, procuring or acquiring self-serve kiosks.

FEEDBACK AND QUESTIONS ABOUT THIS POLICY

This policy has been developed to break down barriers and increase accessibility for persons with disabilities. Feedback on our accessibility measures is always welcome. Feedback can be provided through various means and in various forms. If anyone has feedback, a question about the policy, or if the purpose of a policy is not understood, please contact:

Contact: John Gravett, Chief Executive Officer

Address: 2350 Bayview Avenue, Toronto ON M2L 1E4

Phone: [416-510-6663](tel:416-510-6663)

Email: ceo@graniteclub.com

Members or Guests who wish to provide feedback can also complete an onsite Member feedback form or speak with the Manager on Duty. Members or Guests who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

All feedback received will be reviewed within a reasonable time period and the Granite Club will take all appropriate steps to address any issues raised. All complaints will be processed in accordance with the Granite Club complaints process.