



# GRANITE CLUB

1875

## MULTI-YEAR ACCESSIBILITY PLAN *Reviewed and Updated December 2023*

### **Message from the CEO**

At the Granite Club, we are committed to the core value of Community. We strive to foster a welcoming and inclusive environment for all Members, Guests and Employees. Regardless of any aspect of one's identity, including ableness, we aim to create a space where everyone feels not just welcome but truly embraced.

It is our firm belief that diversity is our strength and, by embracing the unique qualities of each individual, we enrich the fabric of our community.

In keeping with these principles, the Granite Club is dedicated to treating all individuals with the utmost respect, allowing them to maintain their dignity and independence. We champion integration and equal opportunity, recognizing that diversity is not just a goal but a source of strength that propels us forward.

To solidify our commitment, we have developed a comprehensive plan that outlines the Club's strategy to proactively prevent and eliminate barriers. This plan not only focuses on removing obstacles but also seeks to enhance opportunities for persons with disabilities. By doing so, we strive to create an environment where everyone can thrive, contribute and share in the rich tapestry of our Granite Club community.

John Gravett, Chief Executive Officer  
Granite Club

### **Introduction**

The Granite Club brings people together. Generation after generation, the Granite remains a place where families and friends can enrich their lives, spend valuable time together and share memorable moments. With its warm, social atmosphere, the Granite continues to fulfill its founders' vision by playing an important role in the traditions, celebrations and everyday lives of its Members.

As part of that vision, the 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.

## **SECTION 1. PAST ACHIEVEMENTS TO REMOVE AND PREVENT BARRIERS**

### **Customer Service**

We are committed to fostering an inclusive and accessible environment for our Granite Community. We have remained in compliance with the Customer Service Standards and maintained or added the following to ensure that individuals with disabilities receive the highest level of service and support:

### ***Accessibility Policy***

We have developed, implemented and consistently maintain our Accessibility Policy to create a welcoming atmosphere for everyone. This policy outlines our dedication to removing barriers and promoting inclusivity throughout all aspects of the Club.

### ***Training Initiatives***

All staff, members of the board of directors and contracted employees undergo comprehensive training in compliance with the Human Rights Code. This training includes a focus on the duty to accommodate individuals with disabilities under the Code.

### ***Code Cards Placement***

Human Rights Code cards are prominently posted in various areas of the Club, including reception, membership desks, locker rooms and gym facilities. These cards serve as a visual reminder of our commitment to upholding the principles of the Code and promoting a culture of respect and understanding.

### ***Member Accommodation Policy & Procedure***

We have developed and implemented a Member Accommodation Policy & Procedure to address the unique needs of our members with disabilities. This ensures that reasonable accommodations are made to provide an equitable and enjoyable experience for all individuals, fostering a sense of belonging within the Club.

### ***Human Rights Complaints, Investigation and Dispute Resolution Policy***

We have established a robust policy for handling human rights complaints, investigations and dispute resolution. This policy aligns with the Human Rights Code, ensuring a fair and transparent process for both members and staff.

By adhering to these standards, we strive to create an environment where diversity is celebrated, and each member feels valued and supported. We welcome feedback on our practices and remain dedicated to continuous improvement in our pursuit of accessibility excellence.

### **Information and Communications**

The Granite Club communicates 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 Employees take this into consideration and, when not sure, to always ask Members and Guests how best to communicate with them.

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

### ***Feedback***

- Conducted a review of all feedback processes (Member, Employee) across the organization and determined what accessible formats and communication supports will be provided upon request.
- Ensured Managers and Staff are aware (through training) of the need to accommodate upon request.
- Posted on public website about the availability of accessible formats and communication supports.

### ***Accessible formats and communication supports***

- Determined what accessible formats and communication supports will be provided to persons with disabilities, upon request.
- Ensured these formats and supports can be provided in a timely manner.
- Communicated to Staff and management (through training) that no additional charge is required.
- Communicated to Staff and management (through training) this requirement that we need to communicate with the person with a disability rather than decide for that person.
- Posted on public website about the availability of accessible formats and communication supports.
- Signage and wayfinding system throughout the Clubhouse designed to AODA standards.

### ***Emergency procedure, plans or public safety information***

- Reviewed Emergency Plans and ensured they were available in an accessible format, upon request.
- Involved Employee with disability / Department Manager and Emergency Response Team.
- Communications via website when accessible features (e.g. elevators) are out of operation and direction to alternative options.

### ***Accessible websites and web content***

- Website launched in 2018 was designed to WCAG 2.0 AA standards, other than live captions and pre-recorded audio descriptions.
- Email campaign templates designed to AODA standards.
- Digital signage templates designed to AODA standards.

## **Employment**

### ***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 Candidate***

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 support for information can be provided to assist with job performance.

### ***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 and Reployment***

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.

### ***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.

### ***Training***

The Granite Club provides training to all its employees and other persons who provide goods, services or facilities on behalf of the Granite Club. The training is appropriate to the duties of the individuals. It is provided as soon as practicable when an individual joins the organization, on an ongoing basis, and as necessary to comply with all statutory requirements.

The training encompasses:

- the requirements of the AODA, the Regulations, and the Human Rights Code as it relates to persons with disabilities in Ontario;
- creating awareness and education on neurodiversity with the training focus on teaching support strategies to effectively respond and promote inclusion in the community;
- 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.

Individuals are 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.

Human Resources maintains a record of training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

### **Design of Public Spaces**

Accessibility was a fundamental consideration for recent projects, including:

- Added 6 accessible parking spots with the Shiftinggravity expansion (2016)
- Added 4 accessible washrooms with the Shiftinggravity expansion (2016)
- Installed automatic door openers on over 85 doors in the Club, which greatly benefit accessibility to the Club from the Parking Garage, Main Entrance and throughout the Clubhouse (2020, 2021)
- Installed an accessible fitting room in Granite Gear (2022)
- Replaced 3 tennis dome revolving doors with exit door vestibules, thereby providing wheelchair access (2022)
- Granite Common was redesigned to provide one level, eliminating the step down between the artificial turf and the grass. A ramp was also installed for improved accessibility (2023)
- Created an accessible music room on the 3rd floor (2023)
- Created 2 accessible locker areas in the Men's and Women's Locker Rooms (2023)
- Accessibility to the Terrace improved with the pergola expanded space (2023)

## **SECTION 2. PLANNED ACTIONS**

### **Customer Service**

The Granite Club is committed to providing accessible customer service to people with disabilities. This means that we will provide goods, services and facilities to people with disabilities with the same high quality and timeliness as others.

The Granite Club introduced the IDEA Advisory Group in September 2023. Its mandate is to provide feedback, guidance and support to improve inclusion, diversity, equity and accessibility across the Club community. In the upcoming year, the Club's appointed IDEA consultant is set to lead focused Member and Employee focus groups. This collaborative effort is designed to gather valuable insights, fostering a strategic foundation of future initiatives.

### **Information and Communications**

The Granite Club is committed to making our information and communications accessible to people with disabilities.

#### ***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 accessible formats and communications supports, upon request, in a timely manner, at no additional cost.

#### ***Accessible formats and communication supports***

- The Granite Club will continue to provide accessible formats and communication supports for persons with disabilities, in a timely manner, at no additional cost, and that take into account the person's accessibility needs. The Granite Club will consult with the person making the request in determining the suitability of an accessible format or communication support.
- New signage and wayfinding continues to follow the AODA-compliant standards.

### **Emergency procedure, plans or public safety information**

- The Granite Club will continue to ensure that Emergency Plans are available in an accessible format upon request.
- The Granite Club continues to provide communications via website when accessible features (e.g. elevators) are out of operation and direction to alternative options.

### **Accessible websites and web content**

- The Granite Club will continue to 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.
- Email campaigns and digital signage will continue to follow AODA-compliant templates.

### **Employment**

The Granite Club is committed to fair and accessible employment practices.

1. The Club will provide the information as soon as practicable after informed of the need for accommodation due to the employee's disability.
2. The Club will review the individualized workplace emergency response information:
  - a) When the employee moves to a different location in the Club;
  - b) When the employee's overall accommodations needs or plans are reviewed; and,
  - c) When the Club reviews its general emergency response policies.
3. The Club will develop and maintain a procedure for the development of documented individual accommodation plans for employees with disabilities. The individual accommodation plan will be provided in a format that takes into account the employee's accessibility needs due to disability.
4. The Club will take into account the needs of employees with disabilities as well as their individual accommodation plans when using any performance management process in respect of employees with disabilities.
5. The Club will take into account the accessibility needs of employees with disabilities as well as their individual accommodation plans when providing career development and advancement.
6. The Club will take into account the accessibility needs of employees with disabilities as well as individual accommodation plans when redeploying employees with disabilities.

### **Training**

The Granite Club is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

On an annual basis, all Employees are provided a refresher session on AODA.

### **Design of Public Spaces**

As part of our planning and decision-making processes, we will ensure that accessibility is a fundamental consideration for all projects seeking approval.

The following spaces are scheduled to be updated in 2024:

- Food & Beverage Renewal - two accessible washrooms
- Adding wave sensors to doors in the Clubhouse where they are not currently installed
- Accessible entrance to the Young Men's Locker Room
- Accessible wet areas in the Young Men's Locker Room

### **For More Information**

For more information on this accessibility plan, please contact:

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Our accessibility plan is publicly posted at:

[https://www.graniteclub.com/documents/10184/11825867/GC\\_MultiYearAccessibilityPlan.pdf](https://www.graniteclub.com/documents/10184/11825867/GC_MultiYearAccessibilityPlan.pdf)

Standard and accessible formats of this document are free on request from:

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