

ACCESSIBILITY STANDARDS POLICY

Purpose

Golf Ontario is committed to providing an inclusive and welcoming environment for all individuals, including persons with disabilities. This policy outlines our responsibilities under the **Accessibility for Ontarians with Disabilities Act (AODA)**, its **Integrated Accessibility Standards Regulation (IASR)**, and the **Ontario Human Rights Code** to ensure dignity, independence, integration, and equal opportunity for people with disabilities.

Scope

This policy applies to:

- All digital and physical services and information offered by Golf Ontario
- Employees, board members, volunteers, contractors, and third-party vendors
- Digital content and platforms, including websites, documents, and communication materials

Our Commitment

Golf Ontario is committed to meeting the accessibility needs of people with disabilities in a timely manner and in compliance with applicable laws. Golf Ontario will:

- Treat all individuals in a manner that respects their dignity and independence.
- Provide accessible services and programs to persons with disabilities.
- Make reasonable accommodations based on individual needs.
- Identify and remove barriers to accessibility wherever possible.

Guiding Principles

In fulfilling our mission, Golf Ontario will be guided by the following principles, in accordance with the AODA and the Ontario Human Rights Code:

- **Dignity:** Services are provided in a manner that is respectful to persons with disabilities and does not diminish their value.
- **Independence:** Persons with disabilities are supported to do things on their own, at their own pace, as much as possible.
- **Integration:** Persons with disabilities fully benefit from the same services, in the same place and in the same or similar ways as others.
- **Equal Opportunity:** Persons with disabilities have the same opportunity to access our services and employment as others.

Accessibility Standards**A. Customer Service**

Golf Ontario will provide accessible customer service by:

- Communicating in ways that take into account a person's disability.
- Allowing assistive devices, service animals, and support persons to accompany individuals with disabilities.
- Providing notice of temporary service disruptions affecting accessibility.
- Training all staff and volunteers on how to interact with people with various disabilities.

B. Information and Communications

Golf Ontario will ensure that information and communications are accessible by:

- Providing accessible formats and communication supports upon request.
- Making our website and web content conform to **WCAG 2.0** as required.
- Responding to feedback in accessible formats where requested.

C. Employment

Golf Ontario is committed to fair and accessible employment practices by:

- Providing accommodations during recruitment, assessment, and selection processes.
- Creating and maintaining individual accommodation plans and return-to-work processes.
- Considering accessibility needs and accommodations in performance management and career development.

D. Training

Golf Ontario will provide training to:

- All employees, volunteers, and individuals involved in developing policies.
- People who provide services on our behalf.

Training will cover:

- The purposes of the AODA and requirements of the IASR.
- The Ontario Human Rights Code as it relates to people with disabilities.
- How to interact and communicate with people with various disabilities.
- How to use assistive devices, service animals, or support persons.
- What to do if a person with a disability is having difficulty accessing our services.

Records of training will be maintained, including dates and participants.

Feedback Process & Contact Information

Feedback regarding the way Golf Ontario provides programs and services to people with disabilities is welcome and encouraged. Feedback can be provided in person, by phone, in writing, or by email. Accessible formats and communication supports are available upon request.

Feedback Contact:

Email: hr@golfontario.ca

Phone: 905.852.1101

Mail or In Person: 96 Elgin Park drive, Uxbridge ON

Modifications to This or Other Policies

Any policy of Golf Ontario that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed. This policy will be reviewed regularly and updated as needed to comply with applicable legislation.

Availability of Policy

This policy and any related documentation will be made available to members of the public and employees upon request, in accessible formats when requested. All Golf Ontario policies are posted externally at on our website (www.golfontario.ca/policy).