



## Statement of Commitment to Accessibility

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**The Marshes Golf Club** is committed to providing a barrier-free environment for our guests, members, employees, job applicants, suppliers, visitors, and other stakeholders who enter our property, access our information, or use our transportation services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

**The Marshes Golf Club** has made a commitment to accessibility for everyone who uses our services and has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for employees, and best practices. We will review these policies and practices on a regular basis.

**Training for Employees- The Marshes Golf Club** will provide training to Employees, Volunteers and others who deal with the public or other third parties on their behalf; all Employees and Managers will be trained. The following training will be provided to Employees within their first 90 days as part of our standardized on boarding process according to the position they hold:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Integrated Accessibility Standards for Information and Communications, Employment, and Transportation.
- Accessible employment practices such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Customer service standards.
- Accessible communication supports and information formats (both digital and non-digital).
- Communicating with people with various forms of disabilities.
- Accessible websites and web content.
- Assistive devices, mobility aids, service animals and support persons.
- Transportation vehicles and equipment requirements.
- Notices of service disruptions (temporary or long-term).



- **The Marshes Golf Club's** relevant policies and procedures regarding accessibility.
- Reporting procedures.
- Training procedures.

Employees will also be trained when changes are made to the Integrated Accessibility Standards.

**Modifications to this or other policies-** Any policy of **The Marshes Golf Club** that does not respect and promote the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation will be modified or removed.

**The Marshes Golf Club** realizes that providing accessible and barrier-free environments for everyone is a shared effort. Our organization is committed to excellence and ensuring that we serve guests, members, employees, job applicants, suppliers, visitors, and other stakeholders in a manner that is consistent with the principles of integration and equal opportunity.

For more detailed information on our accessibility policies, plans, and training programs, please contact us directly.

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Andrew Donaldson  
Director of Operations, The Marshes Golf Club

January 1<sup>st</sup>, 2016

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Date