

Peterborough Golf & Country Club Accessibility for Ontarians with Disabilities Act (AODA) Multi-Year Accessibility Plan & Policy

Approved by: Board of Directors

Effective Date: 2026

Review Cycle: Every 3 Years or as Required by Legislation

1. Statement of Commitment

Peterborough Golf & Country Club (PGCC) is committed to providing an inclusive, welcoming, and accessible environment for all members, guests, employees, and visitors. PGCC will make every reasonable effort to ensure that our services, facilities, employment practices, and communications respect the principles of dignity, independence, integration, and equal opportunity for persons with disabilities.

The Club will comply with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

2. Accessible Customer Service

PGCC will ensure that its policies, practices, and procedures governing the provision of goods and services to persons with disabilities reflect the following principles:

- Individuals will be able to access services with dignity and independence.
- Alternative methods of access will be used where appropriate.
- Individual accommodation needs will be considered.
- Communication will be provided in a manner that takes into account a person's disability.

3. Assistive Devices

Persons with disabilities may use their own assistive devices when accessing club facilities or services. Where an assistive device presents a safety concern or accessibility issue, the Club will explore alternative methods to ensure access to services.

4. Service Animals and Support Persons

Service animals are permitted in areas of the Club open to members and guests where permitted by law. Individuals accompanied by a support person are welcome. Admission fees for support persons attending club events may be waived; however, food or beverage consumption will remain the responsibility of the member.

5. Notice of Temporary Disruptions

When facilities or services relied upon by persons with disabilities are temporarily unavailable, PGCC will provide notice that includes the reason for disruption, the anticipated duration, and alternative options where available.

6. Staff Training

PGCC will provide accessibility training to all employees and relevant volunteers. Training will include the purpose of AODA, requirements of accessibility standards, and best practices for interacting with persons with various disabilities. Records of training will be maintained.

7. Feedback Process

PGCC welcomes feedback regarding the accessibility of its services and facilities. Feedback may be submitted to the General Manager/COO by email, phone, written correspondence, or in person.

8. Accessible Information and Communications

Upon request, PGCC will provide accessible formats and communication supports in a timely manner. The Club will consult with the individual requesting accommodation to determine an appropriate format.

9. Website Accessibility

PGCC will work toward ensuring its website and digital communications conform to WCAG 2.0 Level AA standards where feasible. Website accessibility will be periodically reviewed and improved.

10. Accessible Employment Practices

PGCC is committed to accessible employment practices including:

- Notifying applicants that accommodations are available during recruitment
- Providing accessible formats for hiring materials upon request
- Providing individualized workplace emergency response information when necessary
- Maintaining documented accommodation and return-to-work processes

11. Accessible Facilities

When constructing or renovating facilities, PGCC will consider accessibility standards for public spaces, including accessible entrances, parking, and pathways where applicable.

12. Multi-Year Accessibility Compliance Timeline

Year	Accessibility Initiative	Responsibility
2026	Adopt formal AODA Accessibility Plan and publish on PGCC website	Board / GM
2026	Implement staff accessibility training program and maintain records	Management
2026	Establish accessible feedback process and communication formats	Administration
2027	Review website accessibility and implement WCAG improvements	Marketing / IT
2027	Assess physical accessibility of clubhouse, parking, and entrances	Facilities / Management
2028	Integrate accessibility considerations into future capital projects	Board / GM
2028	Conduct accessibility policy review and update multi-year plan	Management / Board

13. Plan Review and Monitoring

This Accessibility Plan will be reviewed periodically to ensure continued compliance with AODA requirements and best practices. Updates will be communicated to members and staff and posted on the Club website.

