



MEADOWBROOK GOLF CLUB ACCESSIBILITY PLAN (2024)

Meadowbrook Golf Club strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

Meadowbrook Golf Club is committed to fulfilling our requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. The plan will be reviewed and updated at least once every 5 years.

Section 1. Past Achievements to Remove and Prevent Barriers

Meadowbrook Golf Club has completed the following accessibility initiatives.

Customer Service

- Allowing people with disabilities to do things in their own ways, at their own pace when accessing goods and services, if this does not present a health risk.
- Using alternative methods when possible to ensure that people with disabilities have access to the same services, in the same place and in a similar manner.
- Considering individual accommodation needs when providing goods and services
- Communicating in a manner that takes into account the disability

Information and Communications

- The Club posts on any temporary disruptions on the guest page of our website
- Our website complies with the WCAG 2.0, Level AA, guidelines
- All of our documents, when requested, can be sent via alternative formats.

Employment

- We post job vacancies using an online format that follows the AODA guidelines

Self-service kiosks

- Not applicable

Training

- Meadowbrook provided our accessibility policy in the Employee handbook

Design of Public Spaces

- We will meet accessibility laws when building or making changes to our public spaces which include: accessible off street parking and service related elements like service counters and waiting areas

Transportation

Not applicable

Other

Not applicable

Section 2. Strategies and Actions

Customer Service

Meadowbrook Golf Club is committed to providing accessible customer service to people with disabilities. This means that we will continue to provide goods, services in a manner that is available to everyone.

- Staff will be trained as soon as possible after hiring

Information and Communications

Meadowbrook Golf Club is committed to making our information and communications accessible to people with disabilities.

- We will continue to post any necessary documents on our guest web pages.

Employment

Meadowbrook Golf Club is committed to fair and accessible employment practices.

- We will continue to only post job vacancies on sites who follow the AODA requirements

Self-service kiosks

Meadowbrook Golf Club is committed to incorporating accessibility features/ considering accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks if, and when, it should be needed.

Training

Meadowbrook Golf 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.

- We currently utilize online training for all of our staff and will continue to do so.

Design of Public Spaces

Meadowbrook Golf Club will meet accessibility laws when building or making major changes to public spaces.

- We recently rebuilt our ramp at the back of the Clubhouse and included motion activated doors.

Meadowbrook Golf Club will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Other

Not applicable

FOR MORE INFORMATION

For more information on this accessibility plan, including free standard and accessible formats of this documents, please contact:

Brad Sowards, General Manager
Meadowbrook Golf Club
905-887-5802
bsowards@meadowbrookgolf.net

Mailing address:

P. O. Box 670
Gormley, ON L0H 1G0

Our accessibility plan is publicly posted at www.meadowbrookgolf.net