

Standard for Information & Communications Policy

Policy

Donalda Club is committed to establish, maintain and implement policies as well as associated practices and procedures in the Integrated Regulation, specifically in the areas of information and communications, and to meet the accessibility needs of people with disabilities in a timely manner.

Donalda Club is committed to the establishment, implementation, maintenance and documentation of a multi-year accessibility plan, which outlines the Club's strategy to prevent and remove barriers with respect to the information and communications standard under the Integrated Regulation.

When providing information to, or communicating with, a person with a disability, Donalda Club will provide the information and communication in a manner that takes into account the person's disability as provided in the customer service standard and under the Integrated Regulation. Donalda Club is committed to ongoing improvements to the accessibility of its information and communication systems offered to customers, employees, volunteers and members of the general public. The Club will provide or make arrangements for accessible formats and information and communication supports when a person with a disability requests them. Donalda Club will make accessible formats and communication supports available in a timely manner and at no additional cost other than the regular price charged to everyone for the same information.

Donalda Club is committed to providing training to employees, contractors, volunteers, other third parties acting on The Club's behalf and whoever is involved in the policy process about the provision of accessible information and communication to persons with disabilities. All these individuals will be trained in providing accessible information and communications.

Donalda Club will conform to the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) 2.0 as outlined in the Information and Communications Standard for accessible websites and web content.

Donalda Club will ensure that emergency procedures, plans or public safety information meet the needs of persons with disabilities, and will provide this information in an accessible format or with communications supports on request.

Donalda Club will ensure that it has processes for receiving and responding to feedback that are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request.

Purpose

The purpose of this Statement of Policy and Procedures is to create a statement of commitment (policy) that provides a framework within which accessibility plans and initiatives are to be created in order to move the Club towards the goal of improved accessibility for people with disabilities, specifically with regard to the information and communications standard in the Integrated Regulation. The commitments in this policy are intended to ensure that accessibility remains a priority in Donalda Club's decision-making process and will serve to assist in ensuring that decisions improve accessibility and do not inadvertently create barriers.

Scope

This policy applies to The Donalda Club's:

- Members
- Guests
- Employees
- Volunteers
- Applicants for employment with Donalda Club, who may require employment accommodation through the recruitment, assessment, selection and hiring process
- Contractors and subcontractors engaged by Donalda Club
- Any other third party providing goods, services or facilities on Donalda Club's behalf

Responsibility

The Human Resources Department is the administrative entity responsible for the creation and administration of this policy. It is the responsibility of this department to ensure the application of this policy and that the Club achieves compliance with the law. The Human Resources Department is responsible to ensure all employees are trained under the accessibility regulations and standards under the AODA, the Human Rights Code and all related policies, practices and procedures. Managers, immediate supervisors and department heads are responsible for ensuring that all employees follow the guidelines set out in this policy.

All employees, volunteers, contractors and subcontractors, any other person acting on behalf of Donalda Club and persons involved in the creation of Donalda Club's policies are responsible for adhering to and following the commitments set out in this policy.

Procedures

Multi-year accessibility plan

Donalda Club will work to improve accessibility in information and communication systems by developing a multi-year accessibility plan by January 1, 2014. This plan will conform to the information and communications standard which outlines a phased-in strategy to prevent and remove barriers and address the current and future requirements of the standard. This plan is available to the public and can

be found on the Club website. It will also be provided in alternative formats upon request. The multi-year accessibility plan will be reviewed and updated at least once every five years.

Training

Donalda Club will ensure that by January 1st 2015, training is provided to all employees, contractors, volunteers, other third parties acting on its behalf and all those involved in the creation and approval of its policies, practices and procedures on the requirements of the accessibility standards for information and communications referred to in the Integrated Regulation, on the policy, practices and procedures, and on the Human Rights Code as it pertains to persons with disabilities.

This training will be appropriate to the recipients' duties. It will be provided as soon as is practical. Further training will be provided on any changes that may be made to this policy or the requirements. Donalda Club will maintain a record of the dates when training is provided and the number of individuals to whom it was provided.

Emergency response procedures, plans and public safety information

Donalda Club will ensure that its emergency response procedures, plans or public safety information is in place as required by law; and that these plans consider the needs of persons with disabilities and are available in an accessible format.

Accessible websites and web content

Donalda Club will ensure that it has an accessible website and web content in place, and that all new Internet and intranet websites and the web content on those sites will conform to Level A of Version 2 of the Web Content Accessibility Guidelines by January 1, 2014.

Donalda Club's Internet and intranet websites and the web content on those sites will conform to Level AA of version 2 of the Web Content Accessibility Guidelines by January 1 2021, as required by the Integrated Regulation.

Accessible formats and communication supports

Donalda Club will create accessible communication standards that ensure the following:

- Upon request, Donalda Club provides or arranges for the provision of accessible formats and communication supports for persons with disabilities
- Donalda Club does so in a timely manner that takes into account the person's accessibility need
- If there is a cost, Donalda Club does not charge more for such formats and supports than it charges other persons
- Donalda Club consults persons with a disabilities as to what would be a suitable alternative format or communication support for them
- If the information or communications are unconvertible, upon request, the Club will provide an explanation of why it is unconvertible, and provide a summary of the unconvertible information or communications
- Donalda Club will create this requirement by January 1 2016, as required by the Integrated Regulation.



Accessible feedback process

Donalda Club will ensure that it has processes for receiving and responding to feedback that are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

Donalda Club welcomes comments on its goods and services, including comments with respect to how we serve customers with disabilities.

If you have questions on this policy, want to provide feedback or have a complaint, please contact the Human Resources Department:

Contact: Antoinette Steede – Human Resources Manager

Address: 12 Bushbury Drive, Toronto, ON M3A 2Z7

Phone: 416-446-5871

E-mail: humanresources@donaldaclub.ca

Website: donaldaclub.ca

This policy is available in an alternative format upon request.