	ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES MULTI-YEAR ACCESSIBILITY PLAN
	Date Created: September 2026
	Date Revised: September 28, 2026
Approved By: [Title], Cataraqui Golf & Country Club	Version #: 1.1 (Draft)

AODA - Integrated Accessibility Standards Regulation (IASR) Multi-Year Accessibility Plan 2026–2031

Plan Purpose

This plan meets the requirements of section 4 of the *Integrated Accessibility Standards Regulation* (Ontario Regulation 191/11) under the *Accessibility for Ontarians with Disabilities Act, 2005*. It outlines how The Cataraqui Golf and Country Club (the "Club") will prevent and remove barriers for persons with disabilities and meet its requirements under the Regulation.

The plan describes what the Club has done, what it will do over the next five years, and when. It is posted on the Club's website and is available in an accessible format on request.

Statement of Organizational Commitment

The Cataraqui Golf and Country Club is committed to meeting the accessibility needs of persons with disabilities in a timely manner. The Club will do so by preventing and removing barriers to accessibility and by meeting its requirements under the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations.

All goods, services and facilities provided by the Club follow the principles of dignity, independence, integration and equal opportunity for members, guests, employees and the public.

A. General Requirements

Accessibility Policies

The Club's AODA Customer Service Policy (Version 1.2, revised January 2024) is posted on the Club's website. It covers assistive devices, guide dogs and service animals, support persons, notice of service disruptions, feedback and training.

A revised Accessibility Policy (Version 2.0) has been drafted. It keeps the customer service provisions and adds a statement of organizational commitment, information and communications, employment, design of public spaces, self-service kiosks, and feedback contact details. A redline comparing Version 1.2 and Version 2.0 has been prepared for the Board.

Planned action: Board approval of Accessibility Policy Version 2.0, then posting on the Club's website in place of Version 1.2. Target: December 31, 2026.

Training

All new employees complete online AODA training through ClubCore (clubcore.ca). The 20–30 minute course covers the accessibility standards and the Ontario Human Rights Code as it relates to persons with

disabilities. The Club keeps a record of the training provided, including the dates and the number of people trained.

Training is also required for volunteers, anyone who helps develop the Club's policies (including Board and committee members), and anyone who provides goods, services or facilities on the Club's behalf. Training is appropriate to each person's duties and is provided on any changes to the Club's accessibility policies as they occur.

Planned actions: Confirm that training records cover all current employees, volunteers, Board and committee members, and contracted service providers (target: March 31, 2027, then ongoing). Once Accessibility Policy Version 2.0 and the Return to Work and Individual Accommodation Process are approved, brief staff on the changes and train supervisors on the return-to-work steps (target: within three months of approval).

Self-Service Kiosks

When designing, procuring or acquiring self-service kiosks, including point-of-sale devices intended for use by members or guests, the Club will have regard to accessibility for persons with disabilities.

B. Customer Service

The Club provides goods and services to persons with disabilities under its AODA Customer Service Policy. In practice:

- **Service animals:** Service dogs are regularly accommodated in and around the Club's buildings and grounds.
- **Support persons:** Persons with disabilities may be accompanied by a support person. The Club gives advance notice of any fee that applies to a support person, and waives the fee if the Club itself requires a support person to be present.
- **Assistive devices:** Customers may use their own assistive devices, and the Club makes assistive devices available on request, as set out in the Accessibility Policy.
- **Golf course access:** Golfers with disabilities may drive golf carts in areas of the course that would otherwise not be open to regular golf play. The Head Golf Professional provides free training, including a tour of the course, to golfers who require this accommodation.
- **Individual accommodation:** Staff accommodate members and guests with disabilities as needs arise.
- **Service disruptions:** The Club gives notice of temporary disruptions to facilities or services used by persons with disabilities, such as the elevator or an accessible entrance or washroom, by posting notices on site, on the website or by email to members.

C. Information and Communications

Feedback

Members, guests and the public may give feedback on the Club's accessibility in person to any employee, by telephone at 613-546-1753, in writing to the Financial/Administrative Officer at 32 Country Club Drive, Kingston, ON K7M 0K1, or by email to info@cataraqui.com. The Club acknowledges formal feedback and responds to complaints with the actions it will take. On request, the Club will make its feedback process available in an accessible format or with communication supports.

Accessible Formats and Communication Supports

Most Club communications to members, including the Club magazine, are sent by email. The Club provides printed copies of member billing statements and the Club magazine on request, and accommodates members and guests with other needs as they arise.

On request, the Club will provide information in an accessible format or with communication supports, in a timely manner and at no more than the regular cost. The Club will consult with the person making the request to find a suitable format.

Emergency and Public Safety Information

Where the Club makes emergency procedures, plans or public safety information available to the public, it will provide them in an accessible format or with communication supports on request.

Website

The Club's website must conform to the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. A review in September 2026 found that several items do not yet conform, including page heading structure, text alternatives for some images and links, a pause control for background video, and colour contrast. The PDF documents reviewed, including the AODA policy, menus and job postings, were tagged for accessibility.

The review produced an 11-item punch list for the Club's web designer. The four highest-priority items are:

- Add proper heading structure to every page.
- Give the reciprocal-club logo links and other image links text alternatives.
- Add a pause control to the background video.
- Correct low-contrast green link text.

The member login portal is hosted on a third-party platform (Clubhouse Online), so its accessibility is largely the vendor's responsibility.

Planned actions: Correct all punch-list items with the Club's web designer and re-test the site, including a screen-reader check (target: before the 2027 golf season). Request a WCAG 2.0 Level AA conformance statement from the member portal vendor (target: March 31, 2027). Check new content, including PDFs, for accessibility before it is posted (ongoing).

D. Employment

The Club is committed to fair and accessible employment practices. The Club will:

- Notify job applicants that accommodation is available on request throughout the recruitment, assessment and selection process.
- Inform successful applicants of the Club's policies for accommodating employees with disabilities when making an offer of employment.
- Inform employees of policies that support employees with disabilities, and of any changes to them.
- Provide information employees need to do their jobs, and general workplace information, in an accessible format or with communication supports on request.

- Provide individualized workplace emergency response information to employees who need it because of a disability, and share it with anyone designated to assist, with the employee's consent.
- Develop documented individual accommodation plans and a return-to-work process for employees who are absent because of a disability.
- Take the accessibility needs of employees with disabilities into account in performance management, career development and redeployment.

Return to Work and Individual Accommodation

The Club has drafted a Return to Work and Individual Accommodation Process to meet IASR sections 28 and 29. It follows the same steps as the Workplace Safety and Insurance Board (WSIB) return-to-work process that the Club already uses for work-related injuries, and applies them to other disability-related absences as well. It sets out roles, early contact, functional abilities information, suitable work, written Individual Accommodation Plans (with a standard form), monitoring and dispute resolution. It does not replace the Club's obligations under the Workplace Safety and Insurance Act, 1997, including its WSIB re-employment obligation.

Planned actions: Approve and adopt the Return to Work and Individual Accommodation Process (target: December 31, 2026). Confirm that job postings and offer letters include the accommodation statements above (target: March 31, 2027).

E. Design of Public Spaces and Facilities

The Club's facilities include the following accessibility features:

- An elevator in the clubhouse.
- Wheelchair access to both sides of the building.
- A fully accessible washroom in the new maintenance building, completed in 2025.

When the Club builds or significantly redevelops public spaces, such as outdoor paths, parking or service counters, it will meet the Design of Public Spaces requirements of the Regulation.

Known Barrier: Curling Ice Surface

The curling ice surface is the only part of the Club that is not accessible. The building was constructed in 1960, and altering its exterior to add a ramp would cost more than the Club can currently afford. The work is not included in the Club's five-year capital plan, but it is discussed regularly as part of the annual budget process.

Planned action: Continue to evaluate options for accessible access to the curling ice surface in each annual budget cycle.

F. Five-Year Action Summary

Area	Planned action	Target
Accessibility policy	Board approval of Accessibility Policy Version 2.0 (full IASR scope, feedback contact details); post it on cataraqui.com in place of Version 1.2.	December 31, 2026
Multi-year plan	Approve this plan and post it on cataraqui.com, with accessible formats available on request.	December 31, 2026

Area	Planned action	Target
Return to work	Approve and adopt the Return to Work and Individual Accommodation Process (IASR ss. 28–29, aligned with WSIB).	December 31, 2026
Compliance report	File the AODA accessibility compliance report with the Province.	December 31, 2026
Training	Confirm training records cover all employees, volunteers, Board and committee members, and service providers; brief staff and supervisors on the new policy and return-to-work process.	March 31, 2027, then ongoing
Employment	Confirm that job postings and offer letters state that accommodation is available on request.	March 31, 2027
Member portal	Request a WCAG 2.0 Level AA conformance statement from the member portal vendor (Clubhouse Online).	March 31, 2027
Website	Correct the 11 punch-list items from the September 2026 website review with the Club's web designer, then re-test, including a screen-reader check.	Before the 2027 golf season
Curling ice surface	Continue to evaluate accessible access to the curling ice surface as part of the annual budget process.	Annually
Plan review	Review and update this plan, or sooner if legislation or club operations change.	By September 2031

G. Review and Monitoring

The Club will review and update this plan at least once every five years, and sooner if legislation or Club operations change. The Club files an accessibility compliance report with the Province of Ontario every three years; the next report is due December 31, 2026.

Related documents: Accessibility Policy (Version 2.0, draft); Return to Work and Individual Accommodation Process (Version 1.0, draft); Website AODA Punch List (Revision 2).

H. Availability of the Plan and Contact Information

This plan is posted on the Club's website at cataraqui.com. It is available in an accessible format or with communication supports on request, at no cost.

Questions, feedback or requests for accessible formats may be directed to:

Financial/Administrative Officer
Cataraqui Golf & Country Club
32 Country Club Drive, Kingston, ON K7M 0K1
Telephone: 613-546-1753
Email: info@cataraqui.com