

## Falcon Ridge Golf Club's Multi-Year Accessibility Plan

As part of Falcon Ridge's commitment to accessibility, our multi-year accessibility plan outlines our strategy and the actions that have been and will be implemented to prevent and remove barriers and to meet our requirements under the Accessibilities for Ontarians with Disabilities Act (AODA).

This multi-year accessibility plan focuses on our initiatives in respect of the AODA's Accessibility Standards including:

- Customer service
- Information and communications
- Policies and training
- Employment
- Design of Public Spaces
- Feedback

This plan applies to 1252002 Ontario Inc. as Falcon Ridge Golf Club and its related companies as required by the AODA. The plan is reviewed and updated at least once every 5 years.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies. We maintain records of the training provided including the dates on which the training was provided.

### Information and Communication

In accordance with the AODA's Information and Communication Standard, Falcon Ridge will:

- Ensure internet websites and web content conform with Level A of the World Wide Web Consortium Content Accessibility Guidelines (WCAG) 2.0
- Ensure Falcon Ridge notifies the public and provides, on request, accessible formats and supports for people with disabilities in a timely manner and at no additional cost to others.
- Ensure conformation with Level AA of the WCAG 2.0 as required by the standard.

### Employment

In accordance with the AODA's Employment Standards, by January 1<sup>st</sup> 2024, Falcon Ridge will ensure inclusive employment processes for recruitment, retention and development within the firm, including:

- Notification of the firm's commitment to accessibility and availability of accommodation
- Provision of accessible formats and communication supports that take into account an employee's accessibility needs

- Taking employees' disabilities and accommodation needs into account in respect of performance management and career development
- Ensuring processes are in place to support employee / workplace accommodation requests following absences from work and during an employee's employment

### Policies and Training

Falcon Ridge has and will continue to implement policies and practices and training initiatives in accordance with the AODA by taking the following steps:

- Implementing a policy outlining our commitment to accessibility for clients
- Training for our people on accessibility in the provision of services to our clients
- Implementing a statement of our organization's commitment to meet the accessibility needs of persons with disabilities in a timely manner and in compliance with the AODA's Integrated Accessibility Standards
- Training for our people on accessibility standards and human rights legislation, as it pertains to people with disabilities

Training will be provided in a way that best suits the nature of our people's work. A Workplace Emergency Response Plan will be provided to employees who have indicated to the firm that they have a disability and require assistance in the event of an emergency.

### Design of Public Spaces

As of December 18<sup>th</sup>, 2023 Falcon Ridge does not have any plans for new construction or significant redevelopment of its Ontario offices to which the Design of Public Spaces Standard of the Integrated Accessibility Standards Regulation is applicable. For any future plans to which this Standard would be applicable, however, Falcon Ridge will comply with the required responsibilities under this Standard.

Falcon Ridge will also put in place procedures to prevent service disruption to accessible elements of its public spaces as required under the Design of Public Spaces Standard. In the event of a service disruption affecting these accessible elements, Falcon Ridge will notify the public of such service disruption and any available alternatives.

### Kiosks

Falcon Ridge understands that AODA requires it to consider the needs of people with disabilities when designing, procuring or acquiring self-service kiosks. Should Falcon Ridge decide to implement these devices in the future, Falcon Ridge will create a policy to ensure all accessibility issues and concerns are addressed.

## Client Feedback

Falcon Ridge is pleased to have established its Commitment to Accessibility for Clients policy, which outlines our commitment to ensuring our services are accessible to our clients and our training plan.

Falcon Ridge submits its annual report confirming compliance with this standard as of 31 December every year and will continue to ensure compliance with the Accessible Customer Service Standard.

## Feedback

Falcon Ridge recognizes that receiving feedback from our people, clients and the public is an important part of our commitment to accessibility. We will continue to monitor and respond to feedback promptly. For more information on this accessibility plan, please contact us:

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