

## Multi-Year Accessibility Plan

Mayfair Tennis Courts Ltd. (“Mayfair”) Multi-Year Accessibility Plan outlines strategies and actions to identify, remove and prevent barriers for people with disabilities resulting in increased accessibility for our employees and customers. The plan also outlines the strategy for meeting Ontario’s Accessibility Legislation under the Accessibility for Ontarians with Disabilities Act (AODA).

As part of our commitment to accessibility, it is our goal to implement the standards to help create accessible services and a workplace that allows full participation of persons with disabilities.

In accordance with the standards, Mayfair will review and update our organization’s plan at least every five years and will post any updates and accomplishments on our website for employees and the public to access.

The 2014-2021 Multi-Year Accessibility Plan Includes:

- Statement of Commitment
- 2012-2013 Completed Initiatives
- Measures that Mayfair will be taking in 2014-2021 to identify, remove and prevent barriers to persons with disabilities

### **Statement of Commitment**

Mayfair strives at all times to provide our services in a way that respects the dignity, independence, integration and equality of all people. We believe in equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and to ensuring full compliance under the Accessibility for Ontarians with Disabilities Act (AODA)

## **Initiatives 2012-2013:**

### **Accessible Customer Service Standard**

- This project was completed.
- The Mayfair AODA Customer Service Standard Policy was created and posted on the Mayfairclubs.com website for the public to access.
- The process to gather feedback and request information in an accessible format was implemented and posted on the internet for the public to access.
- AODA Customer Service Training was provided to all employees and embedded into the onboarding process as a requirement for all new hires. A training policy was implemented to provide all employees training annually.
- Training documents were provided to each location and is accessible for all employees to access at any time.
- Filing of the AODA Customer Service Standard Certification to the government via the online tool.

### **Accessible Emergency Information**

Mayfair will provide clients and employees with publicly available emergency information that can be provided in alternative accessible formats upon request. Employees with disabilities that require individualized attention during an emergency response situation will be identified and assisted as required.

## **Initiatives 2014-2021:**

### **Customer Service Accessibility**

- Ongoing training on Accessible Customer Service.

### **Integrated Accessibility Standards**

- Update Corporate Policies where required and ensure companywide compliance
- Refine the Accessibility Policy to include the Mayfair Clubs Statement of Commitment
- Ensure compliance by incorporating accessibility criteria upon acquiring goods and services and upon providing goods and services

## **Training**

Mayfair will continue to provide training on the requirements of the accessibility standards and on Human Rights as it pertains to individuals with disabilities to all employees, supervisors and contractors who provide services on behalf of the company.

Training will continue to be provided to all employees on an ongoing basis. In addition, by December 31, 2014, training will become a part of the onboarding process for new employees.

## **Information and Communications**

### Accessible Websites and Web Content

Mayfair will continue to monitor and revise internet sites and web content to ensure compliance with the Web Content Accessibility Guidelines (WCAG) 2.0 by addressing the following:

- Effective January 1, 2014 all new company internet websites and web content on those sites will conform with WCAG 2.0
- Effective January 1, 2021 all company internet websites and web content will conform with WCAG 2.0

### Feedback

Mayfair will ensure processes for receiving and responding to feedback are in place by January 1, 2015. Upon request, Mayfair will provide alternative accessible formats and communication support for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost of services provided to other persons. Mayfair shall consult with the person making the request in determining the suitability of an accessible format or communication support. Mayfair will notify the public regarding the availability of accessible formats and communication support.

## **Employment**

Mayfair Clubs is an equal opportunity employer and is committed to accessible employment practices, By January , 2016 Mayfair will meet the Employment Standard and ensure full compliance by proactively removing all barriers across the employment life cycle. Mayfair is committed to the following:

## Recruitment and Employment

Mayfair will notify the public and employees that, when requested, the company will accommodate people with disabilities during the recruitment and onboarding process.

During the recruitment process, job applicants who are selected to participate in an assessment or interview will be notified that accommodations are available upon request. If a selected applicant requests an accommodation, the employer will consult with the applicant and provide or arrange alternative accommodations in a manner that takes into account the applicant's accessibility needs.

A candidate who is provided with an offer of employment will be notified that the company accommodates employees with disabilities upon request. The company will consult with the employee in order to provide accessible formats and communication supports regarding information that is needed to perform their job as well as general information made available to all employees in the workplace.

Accessibility requirements for employees with disabilities will be considered with regards to the performance management processes. Alternatives will be provided to those who require individual accommodation plans. Career development and promotional opportunities will be available to employees regardless of disability.

Mayfair will inform employees of the company policies to support employees with disabilities. Mayfair will provide employees with updated information on policies regarding the provision of job accommodations due to an employee's disability when such policy changes occur.

## Accommodation Plans

Mayfair has a current process for developing individual accommodation plans and return to work policies for employees who have been absent due to a disability. This process will be reviewed, modified and documented in order to ensure full compliance by January 1, 2016.