



brookstreet



THE MARSHES

Statement of Commitment to Accessibility

Brookstreet Hotel & Marshes Golf Club is committed to providing a barrier-free environment for our guests, Partners, job applicants, suppliers, visitors, and other stakeholders who enter our property, access our information, or use our transportation services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation for Information and Communications, Employment, and Transportation, and eventually, for the Built Environment.

Brookstreet Hotel & Marshes Golf Club has made a commitment to accessibility for everyone who uses our services and has an important responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance with accessibility legislation by incorporating policies, procedures, equipment requirements, training for Partners, and best practices. We will review these policies and practices on a regular basis.

Training for Partners- Brookstreet Hotel & Marshes Golf Club will provide training to Partners, volunteers and others who deal with the public or other third parties on their behalf. All Partners and Leaders will be trained. The following training will be provided to Partners within their first 90 days as part of our standardized on boarding process according to the position they hold:

- Legislation regarding the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005.
- Integrated Accessibility Standards for Information and Communications, Employment, and Transportation, and the Built Environment
- Accessible employment practices such as recruitment, assessment, and selection.
- Developing emergency response plans and individual workplace accommodation plans for employees with disabilities.
- Customer service standards.
- Accessible communication supports and information formats (both digital and non-digital).
- Communicating with people with various forms of disabilities.
- Accessible websites and web content.
- Assistive devices, mobility aids, service animals and support persons.
- Transportation vehicles and equipment requirements.
- Notices of service disruptions (temporary or long-term).
- **Brookstreet Hotel & Marshes Golf Club's** relevant policies and procedures regarding accessibility.
- Reporting procedures.
- Training procedures.



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Partners will also be trained when changes are made to the Integrated Accessibility Standards.

Modifications to this or other policies- Any policy of **Brookstreet Hotel & Marshes Golf Club** that does not respect and promote the Accessibility for Ontarians with Disabilities Act (2005), Customer Service Standard, and the Integrated Accessibility Standards Regulation will be modified or removed.

Brookstreet Hotel & Marshes Golf Club realizes that providing accessible and barrier-free environments for everyone is a shared effort. Our organization is committed to excellence and ensuring that we serve guests, Partners, job applicants, suppliers, visitors, and other stakeholders in a manner that is consistent with the principles of integration and equal opportunity.

For more detailed information on our accessibility policies, plans, and training programs, please contact the Human Resources Department.

Nyle Kelly
General Manager
Brookstreet Hotel & Marshes Golf Club

Jan 8, 2021

Date