



## **MULTI-YEAR ACCESSIBILITY PLAN**

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### **MESSAGE FROM THE CHIEF OPERATING OFFICER**

On behalf of the Board of Directors and our membership, I am pleased to share with you the London Hunt and Country Club's Multi-Year Accessibility Plan (2023-2028).

The London Hunt and Country Club is a modern, private club, offering amenities that can be used year-round. With fitness, tennis, pickleball, skeet, golf, a world-class practice facility, and elegant dining, the Club brings families together. Our Club is a 2nd home to over 1,700 members, and with a waiting list of over 60 families, it is expected that our membership will continue to thrive over the next 5 years. Our multi-year accessibility plan will be crucial in ensuring that we can welcome those on the waiting list.

We have a strong foundation and continue to modernize our service offerings to ensure accessible, multi-generational enjoyment throughout 275 acres of breathtaking, panoramic scenery. Although the Club began as a hunting club in 1885, over the years, amenities such as dining, golf, tennis, pickleball, trap and skeet and fitness were added to enrich member experience. Club members have a history of excellence in business, athletics, and altruistic pursuits. We recognize that planning for accessibility helps us create an environment where all members and guests can continue to enjoy all amenities throughout all life stages.

As our Club community strives to provide a barrier-free environment for years to come, this will require full participation from all stakeholders who enjoy the property. Together, we must ensure that our Club is fully accessible to all.

As a London institution for more than a century, I appreciate the commitment made by the Board of Directors, all Club governance, employees, and the membership to ensure that the Club remains accessible to all who wish to experience the Hunt Club life.

Jon Nusink  
General Manager and Chief Operating Officer

## **INTRODUCTION**

The London Hunt and Country Club strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

The London Hunt and Country Club is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act, 2005. This accessibility plan outlines the steps we are taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how we will play our role in making Ontario an accessible province for all Ontarians. 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 and the number of individuals to whom it was provided.

## **GUIDELINES**

### **Customer Service**

#### Access to Goods and Services

The London Hunt and Country Club will seek to provide barrier-free access to the company's goods and services for all customers. Where barriers cannot be removed, alternate means for accessing goods or services will be provided to the best of the company's ability.

#### Actions Taken:

- Member Satisfaction Surveys have been distributed to look for opportunities to improve our services and processes in an effort to make it faster, easier and more efficient to do business with the LHCC in an accessible environment.
- All employees have been trained on interacting with customers of all abilities and we maintain records of the training that is provided.
- Assistive devices and service animals are permitted on all LHCC premises locations in areas where customers have access.
- Support persons that accompany a person with a disability are welcome in areas where the public or third parties are permitted and or served.
- Customers are informed when accessible services are temporarily unavailable.
- The Joint Health and Safety Committee meets monthly and has been tasked with addressing any accessibility concerns brought forth by customers.

#### Actions Planned

- Continue to train new employees on accessible customer service through external platform prior to start date.
- Continue enabling customers to use assistive devices and welcoming the assistance of service animals and support persons, when required.
- Continue to communicate when accessible services are temporarily unavailable using methodologies appropriate for the circumstances.
- Continue reviewing emergency procedures to ensure customers with varying abilities are assisted in building emergencies.

## **Information and Communications**

The London Hunt and Country Club understands the importance of accessible digital and non-digital forms of communication and will do its best to provide accessible types of communication and information to all individuals with disabilities. Such accessible formats and communication supports will be provided upon request, in a timely manner and at no additional cost.

### Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of the London Hunt and Country Club. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice.

When disruptions occur, the company will:

- Post notices in the nearest accessible entrance to the service disruption,
- Update the company website with information about the disruption;
- Contact customers with reservations or appointments; or
- By any other method that may be reasonable under the circumstances.

The company will make every reasonable effort to indicate when services will resume and suggest alternatives that can be utilized during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, advance notice may not be possible.

Actions Taken:

- Implemented our accessible customer service feedback process. Feedback can be provided in multiple formats including phone, email, and TTY.

Actions Planned:

- Develop processes to ensure information can be made accessible to people with disabilities upon request.
- Develop guidelines and best practices for creating accessible documents.
- Work with employees that create documents that are accessible.
- Develop best practices to make email communication more accessible.
- Continually improve accessibility of our information and communications by reviewing feedback received and conducting accessibility audits to identify accessibility barriers and striving for barrier removal.

## **Employment**

The London Hunt and Country Club will continue to make every effort to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities with accommodations during the recruitment and selection stages, and throughout the employment life cycle.

### Recruitment and Hiring

The London Hunt and Country Club understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can expand the pool of talented candidates. Upon request, the company will

provide candidates with reasonable accommodations during the interview and selection process. Where an accommodation is requested, the company will consult with the applicant to arrange suitable accommodations, such as providing the application in an alternate or accessible format.

The company interview process will focus on experience and skills and will not discriminate against candidates who have a disability or require an accommodation. The London Hunt and Country Club is committed to hiring decisions that are unbiased and based on qualifications and past experience. Successful candidates will be made aware of policies and supports for accommodations upon completion of the recruitment process.

#### Actions Taken:

- Our careers website and all public postings include notice about the availability of accommodations for disabilities, where needed, to support their participation in recruitment processes. All postings include the statement:

*The London Hunt and Country Club is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds. The London Hunt and Country Club provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and Human Resources Administrator will work with the applicant to meet the job applicant's accommodation needs.*

- Job applicants who are selected for an interview and/or testing will be notified that accommodations are available, upon request. Processes have been established to consult with any applicant who requests an accommodation in a manner that takes into account the applicant's unique abilities.
- When offers of employment are made, we notify the successful applicants of the policy for accommodating employees with disabilities.

#### Actions Planned

- Continue addressing barriers to recruitment.
- Continue to accommodate employees, as appropriate.

### **Training**

The London Hunt and Country Club recognizes that skills development and career planning can enrich the employment experience, increase engagement, and reduce turnover for individuals with disabilities. The company will align training and development programs to meet the needs of employees with disabilities and provide training as soon as reasonably practicable upon the person being assigned to applicable duties. Training programs will be designed with flexibility to allow customization for the individual requirements of the employee, such as providing training materials in accessible or conversion-ready formats that take into account the need of the employee. The company will consider employee barriers when implementing performance management processes, or when offering career development, employment support, or advancement opportunities.

### **Communication**

The London Hunt and Country Club will provide or arrange for accessible formats and communication supports for employees, upon request. The company will consult with the employee to determine the specific barrier and the best way to provide support. Such accessible formats and communication supports are conversion-ready and will be provided in a timely manner and at no additional cost to employees.

When communicating with or providing information to an employee who requires accommodation or assistance due to a disability, the company will ensure that all communication with the individual is completed in a manner that takes into account the individual's disability. Where an assistive device is used, the company will reasonably accommodate the use of the device.

Actions Taken:

- All employees have taken the required AODA training.
- AODA training has been added to the On-Boarding/Orientation process and completion is required prior to scheduling a start date.
- Mandatory training continues to be provided to all new employees.
- Our external training platform allows managers to check their direct report's training compliance on demand.
- Organization-wide training compliance check reports are run as needed.

Actions planned:

- LHCC will enforce a refresher training cycle at least every five years or as changes occur to ensure knowledge remains current.

### **Design of Public Spaces**

The London Hunt and Country Club will work to ensure that the built environment, including building interior and exterior, are designed to facilitate barrier-free access to goods or services for members, guests, and employees. If areas of the built environment are not accessible for certain individuals with disabilities, the company will work with the individual to provide an alternate means of access.

Actions Taken:

- An accessible walkway was built between the parking lot and the Clubhouse.
- Café 1885 has an accessible lowered counter area per code.
- Improved accessibility of LHCC facilities and workplaces by incorporating accessibility into the design of new facilities as well as during renovations and redevelopments of existing facilities.

Actions Planned

- Continuously improve physical accessibility in all LHCC facilities.
- Continue to prioritize and retrofit existing built environment barriers in all LHCC facilities.
- Continue to implement accessibility improvements.
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation.
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.

### **Transportation**

The Transportation Standard under the IASR outlines requirements to prevent and remove barriers to public transportation which are applicable to all members and guests that rely on the London Transit Commission system.

#### Actions Taken:

- Sidewalks and roadways are accessible and facilitate easy and safe mobility throughout LHCC property.
- Shuttle services are available during designated events, or as requested.
- During the 2022-2023 Golf Course Construction Project, accessibility considerations were made in the design of the cart path.

#### Actions Planned

- Conduct a review of snow clearing practices and procedures and develop a strategy to reduce barriers that significantly limit the mobility of people with disabilities.
- Continue to research and incorporate methods to improve accessibility on all LHCC roadways and walkways.

### **CONCLUSION**

The London Hunt and Country Club is committed to the prevention, identification, and removal of accessibility barriers. The Multi-Year Accessibility Plan will be monitored by the Human Resources team, the Joint Health and Safety Committee and Club Governance on an annual basis and status updates will be posted on the Club's website. The Multi-Year Accessibility Plan will be updated in 2028 in consultation with employees, members, and visitors with disabilities.

Accessibility is everyone's responsibility and will be incorporated by design into the work of all Club departments. The Club's Multi-Year Accessibility Plan will coordinate across all service areas to create a shift in the workplace culture with respect to attitudes about accessibility and disability. The London Hunt and Country Club will demonstrate and maintain accessibility excellence as an inclusive employer, service provider and community supporter.

For inquiries about this plan or to request an alternate format, please contact [info@londonhuntclub.com](mailto:info@londonhuntclub.com) or 519-471-6430.