



BGC South East

Accessibility Plan

2023-2028

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Introduction

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act (AODA). This act requires that Ontario be an accessible province by 2025. To help public, private and not-for-profit organizations identify, prevent and remove barriers to accessibility, the AODA sets out specific accessibility standards in five areas: Customer Service, Information and Communications, Employment, Transportation, and the Built Environment.

This Accessibility Plan has been prepared to address issues and barriers preventing persons with disabilities from participating fully in the BGC community. This is a multi-year plan that outlines how we intend to identify, prevent and remove barriers to accessibility and meet the various requirements under the AODA legislation. It will also frame the next steps in our effort to create an inclusive and accessible environment.

This Accessibility Plan was created with input from senior staff representing various operating areas across BGC South East. It is posted on the AODA section of our website and will be made available in an accessible format or with communication supports to persons with disabilities, upon request. The Plan will be reviewed and updated at least every five years and periodically as new legislation continues to come into effect. An annual status report will also be posted on BGC South East website outlining our progress to date.

BGC South East Accessibility (AODA) Policy:

BGC South East strives at all times to undertake reasonable efforts to provide goods, services or facilities in a way that respects the dignity and independence of persons with disabilities. We are also committed to providing persons with disabilities with the same opportunity to access goods, services or facilities and allowing them to benefit from the same services, in the same place and in a similar way as that given to other persons. The full BGC South East Accessibility Policy is available upon request.



Statement of Commitment:

BGC South East is committed to undertake reasonable efforts in the provision of goods, services or facilities to all persons, including persons with disabilities. We will carry out our responsibilities to meet the accessibility needs of persons with disabilities in a timely manner in the areas addressed within BGC South East Accessibility (AODA) Policy consistent with the Accessibility for Ontarians With Disabilities Act.

2023-2028 BGC South East Multi-year Accessibility Plan:

The following pages outline BGC South East multi-year Accessibility Plan. It also documents barriers to accessibility that have already been removed. Within each year there may be initiatives addressing one or more of the five accessibility standards. The individual or department responsible for each compliance component is also identified within this plan. BGC South East will review and update the multi-year accessibility plan in consultation with BGC South East Inclusion Advisory Team. An annual status report on the progress of measures taken to implement the multi-year accessibility plan will be provided to the Board of Directors annually. Both the multi-year plan and the annual status report will be posted on BGC South East website and provided in an accessible format upon request. Questions about the multi-year accessibility plan may be directed to sara@bgcsoutheast.ca

Accessibility Team:

An Inclusion Team has been formed which aims to guide and review accessibility initiatives at BGC South East. The team consists of staff of BGC South East (Operations, Facility, Inclusion).



Accessibility Plan: Accomplishments (2015-2022)

1. General Standards

In 2021, BGC South East established an inclusion team to oversee the AODA compliance work and oversee the creation and monitoring of the multi-year accessibility plan. In its efforts, the committee established a statement of commitment (illustrated above) and undertook various initiatives including but not limited to annual reviews of the multi-year plan, policy review and a review of the club's training practices to ensure AODA compliance was well established in its efforts.

2. Accessibility Policy

Policy 3110 (Accessibility Policy) has been created to convey BGC South East commitment to accessibility and outline what the club does to remove barriers to persons with disabilities. The policy establishes the club's commitment to areas associated with AODA compliance including but not limited to overall staff training objectives, addressing disruption of services, care and treatment of service animals and support personnel as well as the club's feedback process. In addition AODA clauses have been embedded within other BGC South East policies where appropriate including but not limited to updates made to the purchasing policy regarding AODA requirements for consideration.

3. Training

BGC South East implemented training protocol for all staff particular to accessibility and AODA compliance. In efforts to make the training more accessibility conscious, it was designed with these ideals in mind and is currently offered through an audio/video format available to all staff online through HR Downloads. This training is undergone by all staff at the time of hire and annually thereafter.



4. Feedback Process

BGC South East implemented a complaints and concerns protocol in 2015 in an attempt to ensure all concerns (including those concerning accessibility standards and AODA compliance) are heard and addressed. This method allows a further vehicle to bring concerns to the attention of management beyond verbal communication with site personnel by allowing an online e-mail address to express concerns toward. This e-mail account is checked and viewed daily by assigned staff and concerns are forwarded to the appropriate manager and carbon copied to the Executive Director. All concerns/complaints are reviewed in the strictest of confidence and addressed as soon as practicably possible. Beyond this, specific wording has been added to the website about the availability of accessible formats and communication supports, if requested.

5. Employment Recruitment Accommodation

BGC South East has implemented a system to ensure accommodation is taken into consideration during all phases of the recruitment process. Prospective applicants are advised of the availability of accommodations within correspondence relating to that employment opportunity posting. Selected applicants are advised of the availability of accommodations throughout all stages of the recruitment and selection process.

6. Employment Accommodation

BGC South East has implemented a system to ensure accommodation is taken into consideration when an employment offer is given and subsequently after during employment. Successful applicants are notified of accommodation practices and policies throughout job training and in addition employees are advised of their right to accommodation in their letter of employment.



7. Emergency Response Accommodation

BGC South East has implemented a system to ensure accommodation is taken into consideration in the preparation and execution of emergency response plans. All employees are given notice that an individualized emergency response plan is available to them upon request. This instruction is given upon hire and annually thereafter as part of the employee's mandatory training courses. This information is also explicitly written in the employee Emergency Response, Health & Safety and Accessibility Handbook which is made accessible to all staff of BGC South East. Employees are informed as per the methods of requesting an individualized emergency response plan and upon request are made available in an appropriate format with the guidance of those seeking accommodation. A copy of this accommodation is delivered to the employee and a second copy is placed in their employee file.

8. Documentation of Accommodations

BGC South East has implemented a system to ensure accommodation efforts are recorded for the benefit of the employee. When BGC South East provides individual written accommodation plans for an employee who requires and requests the individualized plan, a copy of the accommodation is delivered to the employee and a second copy is placed in their employee file for future reference.

9. Return to Work Process

BGC South East is committed to ensuring a return to work process is executed when possible. When an employee is eligible to return to work after injury or illness, BGC South East will provide an individual written return to work plan for those employees who require one. A copy of this return to work plan is delivered to the employee and a second copy is placed in their employee file.



10. Reports and Reviews

Annual status reports have been completed annually on BGC South East multi-year accessibility plan and all accessibility practices are reviewed and updated as applicable.

11. Accessible Formats and Communication Supports

Upon request, documents produced at BGC South East are provided in an accessible format or with communication supports. The department where the document was created will consult with the requester to determine a suitable format, and it will be provided in a timely manner and at no additional cost to the individual.

Accessibility Plan Priorities (2023-2028)

1. Website Compliance

BGC South East completed a review of its web presence in 2022 and is committed to ensuring the club's website and web content conforms to WCAG 2.0 Level AA throughout all current applications. An annual review of compliance is in effect with a third-party service provider to test our front-facing web applications for compliance and the BGC South East will continue to correct its website accessibility compliance issues as identified.

2. Facilities

BGC South East is committed to ensuring its facilities are AODA compliant and accessible. Senior management will continue to review current facilities and plans for any new construction to determine what is needed to ensure that tBGC South East continues to be compliant with AODA regulations. Needs that arise outside of the review will continue to be addressed as time and budget permits. In addition, any future capital construction will be AODA compliant.



3. Training Review

BGC South East is committed to reviewing and updating the mandatory AODA accessibility compliance training on an annual basis. Upon annual review the Accessibility for Ontarians with Disabilities Act will be reviewed and any relevant updates will be made and implemented to the training materials.

4. Maintain Mandatory Provincial Accessibility Compliance Reporting

Provincial accessibility compliance reporting is mandated to be completed by organizations such as BGC South East on a tri annual basis. Senior staff will endeavor to ensure that reporting remains compliant in the years to come.

Appendix A-Summary of Compliance Timelines

Accessibility Plan Accomplishments (2015-2022) & Accessibility Plan Priorities (2023-2028)				
PART I: GENERAL STANDARDS				
Item	Deliverables	Compliance Date	Accountability	Status
Establishment of Accessibility Policies	<ul style="list-style-type: none"> >BGCSE Accessibility Policy Created >Statement of commitment established >policy document made available on the BGCSE website 	November, 2015	BGCSE Inclusion Team	Complete and Ongoing
Accessibility Plans	<ul style="list-style-type: none"> > BGCSE multi-year accessibility plan established > BGCSE multi-year accessibility plan made available on BGCSE website >prepare annual status reports and update on website 	November, 2015	BGCSE Inclusion Team	Complete and Ongoing
Procuring or Acquiring Goods, Services or Facilities	<ul style="list-style-type: none"> >update made to purchasing policy regarding AODA requirements for consideration 	November, 2015	Chief Operating Officer/ Operations Committee	Complete and Ongoing
Training	<ul style="list-style-type: none"> > Ensure current training is adequate >Annual Review of training resources 	November, 2015	HR/Inclusion Supervisor	Complete and Ongoing

PART II: INFORMATION AND COMMUNICATION STANDARDS				
Feedback	>Wording will be added to new web page about the availability of accessible formats and communication supports, if requested	November, 2023	Community Engagement Director	Complete and Ongoing
Website/Web Content	>Current and new websites and web content will meet WCAG2.0 Level AA compliance. >If a significant refresh of the web site and web content is completed prior to the compliance deadline then the website and web content will be compliant upon launch.	November 2023	Community Engagement Director	Complete and Ongoing

PART III: EMPLOYMENT STANDARDS				
Recruitment, General	Prospective applicants are advised of the availability of accommodations within correspondence relating to that employment opportunity posting: Please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially.	November, 2017	Human Resource Manager/Human Resources Assistant	Complete and Ongoing

Recruitment, Assessment or Selection Process	Selected applicants are advised of the availability of accommodations throughout all stages of the recruitment and selection process in wording of job posting above	November, 2017	Human Resource Manager/Human Resources Assistant	Complete and Ongoing
Notice to Successful Applicants	Successful applicants are notified of accommodation practices and policies	November, 2018	Human Resource Manager/Human Resources Assistant	Complete and Ongoing
Informing Employees of Supports	Employees are advised of their right to accommodation in their letter of employment	November, 2018	Human Resource Manager/Human Resources Assistant	Complete and Ongoing
Workplace Emergency Response Information	Employees are informed as per the methods of requesting an individualized emergency response plan within emergency response training upon hire and annually thereafter	November, 2015	Operations Director	Complete and Ongoing
Documented Individual Accommodation Plans	BGCSE provides individual written accommodation plans for all employees who require and request the individualized plan. A copy of this accommodation is delivered to the employee and a second copy is placed in their employee file.	November, 2017	Human Resource Manager/Human Resources Assistant	Complete and Ongoing

Return-to-work Process	BGCSE provides individual written return to work plans for all employees who require it. A copy of this return to work plan is delivered to the employee and a second copy is placed in their employee file.	November, 2018	Human Resource Manager/Human Resources Assistant	Complete and Ongoing
PART V: DESIGN OF PUBLIC SPACES STANDARDS (ACCESSIBILITY STANDARDS FOR THE BUILT ENVIRONMENT)				
Formation of the Inclusion Team and Facility Design	<ul style="list-style-type: none"> >Formation of the BGCSE Inclusion Team >Committee to make suggestions to new construction to meet AODA requirements when applicable 	November, 2021	BGCSE Inclusion Team	Complete and Ongoing
PART VI: ACCESSIBLE BUILT ENVIRONMENT (REVISIONS TO ONTARIO BUILDING CODE)				
Requirements not yet enacted	The Accessible Built Environment Standards (Revisions to the accessibility portions of the Ontario Building Code) are not yet enacted into law in Ontario. BGCSE representatives will continue to monitor and address items it believes pose barriers throughout all its sites. Management will meet with the Operations Director to voice any and all AODA compliance concerns and in turn those concerns will be brought to the attention of the BGCSE Inclusion team as they arise.	Ongoing	BGCSE Inclusion Team Executive Director/Operations Manger/Site Management	In Progress