



Caledon Ski Club

AODA MULTI YEAR PLAN

Message from the General Manager

Caledon Ski Club is committed to providing accessible services through partnerships and collaboration with Membership, Guests, Staff and Community. Our unique culture and core beliefs are a foundation that we continue to build on to provide a community of inclusion and diversity.

Introduction

The Club has continued to build strength into its culture and fabric with a commitment of constantly developing staff training, diversity and inclusion policy, partnership with community and special groups such as Track 3 Skiing, ADDS (Adult Disabled Downhill Skiing), Ski Hawks (Visually Impaired Skiers), and Brown Girl Outdoor World.

Caledon Ski Club is committed to diversity, inclusiveness and equity. These are values that we hold in the highest regard. Racial inequities in Canadian society have opened up new conversations within our organization about racism, diversity, inclusion and equity. Now is the time to speak up and take action to create a more just, fair and equitable society. We choose to be part of the solution.

We believe equity, diversity and inclusion is about creating a Club culture that embraces the uniqueness of individuals that is representative of the Canadian population. We believe racism towards Black people, Asian people, Indigenous peoples and any other people of colour, sexual orientation or ability should never be tolerated in our society, our industry or our organization. Everyone has a right to enjoy Caledon Ski Club and should be free to do so without experiencing any form of discrimination. Management, employees and our membership have a collective responsibility to speak up and take action to counter racism and discrimination.

Caledon Ski Club strives to meet the needs of its employees and customers with disabilities and is working hard to remove and prevent barriers to accessibility.

We are 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.

Section 1. Past Achievements to Remove and Prevent Barriers

Customer Service

- Implemented ability for Members and Guests to request accommodations for different methods of registration, bill payment and other processes upon request
- Policies and training created for support animals and support persons
- Increased access to adaptive skiing for members, guests and groups including marginalized groups

Information and Communications

- Multiple font sizes for printed materials available upon request, standard for font size created
- Creation of “Making a Difference” staff award for recognizing and celebrating efforts on inclusion and diversity within the Club community

Employment

- Statement reflecting inclusion and commitment to AODA during the hiring process added to all position postings.

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code Caledon Ski Club will provide accommodation throughout the recruitment and selection process to applicants with disabilities. If selected to participate in the recruitment and selection process, please inform Caledon Ski Club of the nature of any accommodation(s) that you may require.

- Process created to create individualized accommodation plans upon request by the employee or the manager

Training

- AODA training provided to all managers, supervisors and employees, including annual refresher training for permanent or returning employees
- Online training courses created
- Evacuation training enhanced to include specific training and practice for adaptive ski devices

Design of Public Spaces

- Automatic door openers installed on the main doors of each lodge
- Exterior steps marked with contrasting-coloured edges
- Hallway exit doors to the exterior of the Main and West Lodges painted with a contrasting different colour than interior door spaces
- Call buttons installed with alarms in the barrier free washroom spaces
- Handrails are painted with contrasting colours
- Creation of specialized locker and building storage spaces for adaptive skiing devices for members, and guests who require them

Transportation

Onsite shuttle vehicle implemented to shuttle skiers who may have difficulty using the terrain to go from one lodge at the Club to the other.

Section 2. Strategies and Actions

Customer Service

- Review member requests for accommodation annually with all staff to increase initiatives and evaluate performance
- Review registration processes for programming for consideration of accommodation needs specifically

Information and Communications

- Review website and communication feedback received.
- Review and consider survey additions specific to accommodations in our annual Membership survey to provide more opportunities for feedback and inclusion.

Employment

- Add annual process for managers and staff to provide feedback and initiatives yearly to provide more opportunities for improvement

Training

- Provide additional training and focus on AODA on an annual basis to highlight the importance and to help efforts on continuous improvement and focus
- Consider providing additional training on Ontario Human Rights Policy
- Review Manager skill sets and knowledge regarding policy and provide external recommendations for improvement courses

Design of Public Spaces

- Review the lodge and locker buildings for any remaining potential barriers to access, include requests for accommodations based on the physical layout of the buildings
- Ensure that the feedback received and designs for the West Lodge renovation capture any remaining concerns such as a new elevator, floor level recessed matting, visual fire alarms etc.

For More Information

For more information on this accessibility plan, please contact at:

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Our accessibility plan is publicly posted at www.caledonskiclub.com

Standard and accessible formats of this document are free on request from Caledon Member Services: memberservices@caledonskiclub.on.ca