

Multi-Year Accessibility Plan

Mayfair Clubs Tennis Courts Ltd. (“Mayfair Clubs”) 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 create accessible services and a workplace that allows full participation of persons with disabilities.

In accordance with the standards, Mayfair Clubs 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 2014-2024 Multi-Year Accessibility Plan Includes:

- Statement of Commitment
- 2012-2013 Completed Initiatives
- Measures that Mayfair Clubs will be taking in 2014-2024 to identify, remove and prevent barriers to persons with disabilities.

Statement of Commitment

Mayfair Clubs is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act. This statement will be reviewed every five years and if there are any relevant changes to the regulation under the Act.

Accessible Emergency Information

Mayfair Clubs 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.

Training

Mayfair Clubs will continue to provide training on the requirements of 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. For clarity, training has become a part of the onboarding process for all new employees.

Accessible Customer Service Standard

- This project was completed in the 2012-2013 period.
- The Mayfair Clubs AODA Customer Service Standard Policy was created and posted on the Mayfair Clubs public website (mayfairclubs.com) 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 with training annually.
- Training documents were provided to each location and are accessible for all employees to access at any time.
- Filing of the AODA Customer Service Standard Certification to the government via the online tool.

Customer Service Accessibility

- Ongoing training on Accessible Customer Service.
- Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.
- All staff are provided with training links prior to starting with the company or within two weeks of the date of hire and training logs are maintained electronically.

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.

Information and Communications

Mayfair is committed to meeting the communication needs of people with disabilities. As an ongoing process, we will consult with people with disabilities to determine their information and communication needs and consistently improve our services to meet everyone's need as closely as possible.

Accessible Websites and Web Content

Mayfair Clubs 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, 2025, all company internet websites and web content will conform with WCAG 2.0

Accessibility on Mayfair Clubs Website

- We strive to ensure our website conforms to the Web Content Accessibility Guidelines (WCAG) 2.1 at a minimum Level AA. These guidelines explain how to make web content accessible for people with disabilities and are internationally recognized standards.

Conformance Status

- Mayfair Clubs website has been recently updated to be conformant with WCAG 2.1 Level AA. However, we are committed to consistently monitoring our website for any accessibility issues in the future.

Feedback

- All services are made available in accessible format upon request.
- Staff are trained to observe for any indicators requiring accommodation.
- We welcome feedback on the accessibility of the Mayfair Clubs website. If anyone encounters any accessibility barriers while using our website or have suggestions for improvement, they are encouraged to inform us by contacting us at accessibility@mayfairclubs.com.

Technical Specifications

- Mayfair Clubs website is designed to be compatible with assistive technologies.

Accessibility Features

We are currently in the process of implementing the following accessibility features and are committed to having these features completed by December 2024:

- **Keyboard Navigation:** Website can be navigated using keyboard inputs, allowing users who cannot use a mouse to browse effectively.
- **Alternative Text:** Alternative text for images, ensuring that users who use screen readers can understand the content.
- **Resizable Text:** Users can adjust text size according to their preferences, making the content more readable for a wider audience.
- **Contrast and Color:** Ensuring sufficient color contrast to enhance readability and cater to users with visual impairments.
- **Accessible Forms:** Forms are designed to be easy to navigate and complete for users of all abilities.

Limitations and Alternatives

- Despite our best efforts to ensure accessibility, there may be some limitations. If you encounter issues accessing specific content or functionalities on our website, please get in touch with us for assistance.

Assessment Approach

- We are conducting accessibility assessments during development and have begun performing regular reviews to identify and address accessibility issues.

Future Improvements

- We are committed to continuously improving Mayfair Clubs website's accessibility. As technology evolves, we will strive to adopt new and improved accessibility standards and techniques.

Contact Us

- If there are any questions or concerns about the accessibility of Mayfair Clubs website, please contact us at accessibility@mayfairclubs.com.

Feedback

Mayfair Clubs has put in place processes for receiving and responding to feedback. Upon request, Mayfair Clubs will provide alternative accessible formats and communication support for persons with disabilities in a timely manner that considers 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 Clubs shall consult with the person making the request in determining the suitability of an accessible format or communication support. Mayfair Clubs will notify the public regarding the availability of accessible formats and communication support.

Others

Mayfair will take the following steps to prevent and remove other accessibility barriers identified:

- On a case-by-case basis, HR will work with site staff to ensure any identified accessibility barriers are removed or adjusted like installing a ramp or automatic door opener etc.

Employment:

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

Recruitment and Employment

Mayfair Clubs will notify the public and employees that, when requested, the company will accommodate people with disabilities during the recruitment and onboarding process. All our job postings offer accommodation to candidates if they require.

During the recruitment process, job applicants who are selected to participate in an assessment or interview will be notified that accommodation is available upon request. If a selected applicant requests accommodation, the employer will consult with the applicant and provide or arrange alternative accommodation in a manner that considers 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 employees to provide accessible formats and communication support 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 regard to the performance management processes. Alternatives will be provided for those who require individual accommodation plans. Career development and promotional opportunities will be available to employees regardless of disability.

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

Accommodation Plans

Mayfair Clubs 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 was reviewed, modified, and documented to ensure full compliance on January 1, 2016.

Procurement

Mayfair Clubs will take into consideration accessibility requirements when it is costing out or making plans to purchase any materials for its workplace.

Service Disruption

Mayfair Clubs will put the following procedures in place to prevent service disruptions to the accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

Administration

This policy and its related procedures will be reviewed as required in the event of legislative changes.

Standard and accessible formats of this Accessibility Plan and our Accessibility Policy are available upon request.

If you have any questions or concerns about this policy or its related procedures, please contact:

Preethi James, Director, Human Resources
905-475-1150 x 3242
50 Steelcase Rd. E. Markham, ON L3R 1E8
pjames@mayfairclubs.com
www.mayfairclubs.com

Date

This accessibility multi-year plan was last updated on July 26, 2024.