



Continued Accessibility Plan for Future Developments

Muskoka Lakes Golf & Country Club strives to meet the needs of its members, guests and employees with disabilities and is working hard to remove and prevent barriers to accessibility.

Our organization is committed to fulfilling our requirements under the Accessibility for Ontarians with Disabilities Act. This accessibility plan outlines the steps Muskoka Lakes Golf & Country Club is taking to meet those requirements and to improve opportunities for people with disabilities.

Our plan shows how Muskoka Lakes Golf & Country Club is doing its part to make Ontario an accessible province for all Ontarians.

Customer Service

Muskoka Lakes Golf & Country Club is committed to providing accessible customer service to people with disabilities. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others.

We provide in depth training for all staff in all departments on how to recognize member and guests with disabilities and how to best accommodate their needs so that they are given the same service experience as any other member or guest.

Information and Communications

Muskoka Lakes Golf & Country Club is committed to making our information and communications accessible to people with disabilities.

All of our Club's information is easily accessible online including Club Accessibility details and other general Club information.

Employment

Muskoka Lakes Golf & Country Club strives to provide equal employment and advancement opportunities to all people, we make employment decisions at Muskoka Lakes Golf & Country Club based on each person's performance, qualifications, and abilities. Muskoka Lakes Golf & Country Club does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Muskoka Lakes Golf & Country Club is committed to providing accommodations to persons with disabilities so that they may pursue employment opportunities in a similar way to other applicants. Muskoka Lakes Golf & Country Club will give proper consideration to all requests for accommodation regardless of the format of the request.

Muskoka Lakes Golf & Country Club

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Design of Public Spaces, Club Access Routes and Building Access

Muskoka Lakes Golf & Country Club recognizes the need to create accessible spaces and access routes for our members and guests when planning new developments or renovating existing ones. We are committed to meeting accessibility laws when building or making major changes to public spaces within the Club.

All future development plans will continue to place accessibility for members and guests at the highest priority.

Training

Muskoka Lakes Golf & Country Club is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

Our team receives in depth training during their employment that will equip them with the tools needed to accommodate members and guests with disabilities and provide them with best experience possible.

Continued Commitment

Muskoka Lakes Golf & Country Club conducts regular reviews of our accessibility program to ensure we are doing everything we can to accommodate members and guests with disabilities or special needs. We are committed to completing a full program audit and review every 5 years.

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