

**MULTI-YEAR ACCESSIBILITY PLAN
DECEMBER 2023****Introduction and Background Information**

BGC Dovercourt Club (“**Dovercourt**”) is committed to treating all people in a way that allows them to maintain their dignity and independence. Dovercourt believes in integration and equal opportunity. Dovercourt is committed to meeting the needs of persons with disabilities in a timely manner, and will do so by removing barriers to accessibility and meeting accessibility requirements under the *Integrated Accessibility Standards Regulation* (the “**IASR**”) enacted under the *Accessibility for Ontarians with Disabilities Act, 2005* (“**AODA**”).

Accessibility at Dovercourt**Accessibility Plan**

The AODA seeks to provide a fully accessible Ontario by 2025. Consistent with this objective, there are many obligations placed on organizations, including Dovercourt, to ensure their workplaces and services are fully accessible to the public and employees, including persons with disabilities.

Under the AODA, and specifically the IASR, Dovercourt is required to develop a multi-year accessibility plan outlining its strategy to remove barriers to accessibility, and to meet requirements under the IASR.

This Multi-Year Accessibility Plan will assist Dovercourt in coordinating efforts to meet the needs of persons with disabilities. Dovercourt is committed to the principles of independence, dignity, integration and equality of opportunity as described in the AODA.

Our Multi-Year Accessibility Plan outlines Dovercourt’s strategy to remove barriers and addresses the current and future requirements applicable to Dovercourt under the IASR. The Multi-Year Accessibility Plan will be posted on our external Internet website.

Dovercourt’s Multi-Year Accessibility Plan

Part I — General Requirements

Initiative	IASR Requirement	Action	Status
<p>Establishing Accessibility Policies</p>	<p>3(1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.</p>	<ul style="list-style-type: none"> Dovercourt has developed and implemented the following: Integrated Accessibility Standards Policy, Customer Service Standards Policy and Employment Standards Policy. 	<p>Ongoing</p>
	<p>3(2) Obligated organizations, other than small organizations, shall include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</p>	<ul style="list-style-type: none"> The statement of organizational commitment is included in the Integrated Accessibility Standards Policy. 	<p>Complete</p>
	<p>3(3) Every obligated organization, other than a small organization, shall,</p> <p>(a) prepare one or more documents describing the policies it developed under subsection (1); and</p> <p>(b) make the documents publicly available and, on request, provide them in an accessible format.</p>	<ul style="list-style-type: none"> The Integrated Accessibility Standards Policy and this Multi-year Accessibility Plan (the “MYAP”) summarize Dovercourt’s accessibility policies. The MYAP is posted on Dovercourt’s external website and internal intranet. Dovercourt will post copies of the Integrated Accessibility Standards Policy and the MYAP, and will make them available in an accessible format upon request. 	<p>Complete</p> <p>Complete</p>
<p>Accessibility Plans</p>	<p>4(1) [...] large organizations shall,</p> <p>(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to remove barriers and meet its requirements under this Regulation;</p> <p>(b) post the accessibility plan on their website, if any, and provide the plan</p>	<ul style="list-style-type: none"> The MYAP has been drafted and implemented. The MYAP has been posted on Dovercourt’s external website and internal intranet. The MYAP will be reviewed and updated as necessary, but, in any event, the MYAP will be reviewed at 	<p>Ongoing</p> <p>Complete</p> <p>Ongoing</p>

Initiative	IASR Requirement	Action	Status
	<p>in an accessible format upon request; and</p> <p>(c) review and update the accessibility plan at least once every five years.</p>	<p>least once every 5 years. The next review will be December 2025.</p>	
<p>Self-Service Kiosks</p>	<p>6(2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p> <p>“kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.</p>	<ul style="list-style-type: none"> Dovercourt does not operate self-service kiosks in Ontario. 	<p>Not applicable</p>
<p>Training</p>	<p>7(1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to,</p> <p>(a) all persons who are an employee of, or a volunteer with, the organization;</p> <p>(b) all persons who participate in developing the organization’s policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p>	<ul style="list-style-type: none"> Training on the requirements of the IASR and the <i>Human Rights Code</i> are being provided on an ongoing basis to all designated individuals. Dovercourt will ensure that all current and new employees, volunteers and other individuals as required by the IASR in all Ontario locations receive training on the IASR requirements and the <i>Human Rights Code</i> as it pertains to persons with disabilities. 	<p>Ongoing</p> <p>Ongoing</p>
	<p>7(5) [...] every large organization shall keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<ul style="list-style-type: none"> Dovercourt maintains a record of the training provided to all personnel in all Ontario. Dovercourt maintains a record of all training completed by persons who provide goods, services or facilities on behalf of Dovercourt. 	<p>Ongoing</p>

PART II — Information and Communications Standards

Initiative	IASR Requirement	Action	Status
<p>Feedback</p>	<p>11(1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	<p>Individuals may provide feedback to Dovercourt in any number of ways:</p> <ul style="list-style-type: none"> • by email at feedback@bgcdovercourt.com • electronically, by visiting our website: BGC Dovercourt Club • by contacting our Human Resources Department: yameena@bgcdovercourt.com • in writing, by sending or hand delivering feedback to Dovercourt at the following address: Dovercourt Clubhouse 180 Westmoreland Ave, Toronto, ON M6H 3A2 and Junction Triangle Clubhouse 1379 Bloor St W, Toronto, ON M6P 4J5 • in person, by visiting Dovercourt’s stores; and • additionally, a customer may request for their Dovercourt contact to submit feedback on their behalf. 	<p>Complete</p>
	<p>11(2) The organization shall notify the public about the availability of accessible formats and communication supports with respect to the feedback process.</p>	<ul style="list-style-type: none"> • Information regarding how an individual may provide feedback to Dovercourt is provided in the Integrated Accessibility Standards Policy and this MYAP, which are posted on Dovercourt’s website. • Dovercourt’s Integrated Accessibility Standards Policy and MYAP, both of which are available on Dovercourt’s website, state that accessible formats and communication supports are available. 	<p>Complete</p>

Initiative	IASR Requirement	Action	Status
		<ul style="list-style-type: none"> Further information is provided in Dovercourt’s Customer Service Standards, available upon request. 	
Accessible Formats & Communication Supports	<p>12(1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>	<ul style="list-style-type: none"> Dovercourt strives to communicate with persons with a disability in a manner that takes into account both the disability and the individual person’s preferred method of communication. Dovercourt can communicate with members of the public in writing, via telephone, email, or meetings, either in person or via video conference. Dovercourt recognizes that not all persons may wish to communicate in the same manner. Dovercourt will provide accessible formats and communication supports to persons with disabilities upon request, in a timely manner, that takes into account the person’s accessibility needs due to disability. Dovercourt will provide accessible formats and communication supports, upon request, at a cost that is no more than the regular cost charged to other members of the public. 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
	<p>12(2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> Dovercourt will consult with any individual who requests accessible formats and communication supports to determine the suitability of an accessible format or communication support. 	<p>Ongoing</p>

Initiative	IASR Requirement	Action	Status
	<p>12(3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<ul style="list-style-type: none"> • The availability of accessible formats and communication supports for persons with disabilities is set out in the Integrated Accessibility Standards Policy and this MYAP, which are posted on Dovercourt’s website. • An individual may request accessible formats and communication supports by contacting Dovercourt: <ul style="list-style-type: none"> ○ in writing at: communications@bgcdovercourt.com ○ by telephone at: Dovercourt #416-536-4102 Junction #416-530-4233 ○ in person at Dovercourt’s offices; or ○ by email at communications@bgcdovercourt.com 	<p>Complete</p> <p>Complete</p>
<p>Emergency procedure, plans or public safety information</p>	<p>13. (1) [...] if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<ul style="list-style-type: none"> • If applicable, should Dovercourt make emergency procedures, plans or public safety information available to the public, Dovercourt will provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. 	<p>Ongoing</p>
<p>Accessible Websites and Web Content</p>	<p>14(2) [...] large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section.</p>	<ul style="list-style-type: none"> • Dovercourt’s website conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA. 	<p>Ongoing</p>

PART III — Employment Standards

Initiative	IASR Requirement	Action	Status
<p>Recruitment, General</p>	<p>22. Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<ul style="list-style-type: none"> Dovercourt will notify its employees in Ontario and the public about the availability of accommodation for applicants with disabilities in its recruitment process by including such information in any job posting, whether such posting is made internally or externally. 	<p>Complete</p>
<p>Recruitment, Assessment or Selection Process</p>	<p>23(1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p>	<ul style="list-style-type: none"> For positions based in Ontario, when Dovercourt notifies job applicants that they have been selected to participate further in the recruitment process, Dovercourt will notify those job applicants that accommodations are available upon request in relation to the materials or processes to be used during the assessment process by including a statement to this effect in its communication to applicants. 	<p>Complete</p>
	<p>23(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.</p>	<ul style="list-style-type: none"> For positions based in Ontario, if a selected applicant requests an accommodation, Dovercourt will consult with the applicant and provide, or will arrange to provide, suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability. 	<p>Ongoing</p>
<p>Notice to Successful Applicants</p>	<p>24. Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.</p>	<ul style="list-style-type: none"> Dovercourt will notify the successful applicant of its policies for accommodating employees with disabilities by including access to or copies of its policies for accommodating employees in Ontario with disabilities along with an offer letter or employment contract. 	<p>Ongoing</p>

Initiative	IASR Requirement	Action	Status
Informing Employees of Supports	25(1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.	<ul style="list-style-type: none"> Dovercourt will inform its employees in Ontario of the Employment Standards Policy used to support its employees in Ontario with disabilities by posting such policy on its internal intranet. 	Complete
	25(2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment.	<ul style="list-style-type: none"> Dovercourt will provide access to its policies used to support its employees with disabilities in Ontario, to new employees in Ontario as soon as practicable after commencing employment. 	Complete
	25(3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.	<ul style="list-style-type: none"> Dovercourt will provide updated information to its employees in Ontario whenever there is a change to its existing policies on the provision of job accommodations that take into account an Ontario employee’s accessibility needs due to disability by updating the information on its internal intranet. 	Ongoing
Accessible Formats and Communication Supports for Employees	26(1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,	<ul style="list-style-type: none"> Upon the request of an employee with a disability in Ontario, Dovercourt will consult with the employee to provide, or arrange to provide, accessible formats and communication supports for information that is: 	Ongoing

Initiative	IASR Requirement	Action	Status
	(a) information that is needed in order to perform the employee’s job; and (b) information that is generally available to employees in the workplace.	(i) needed to perform the employee’s job; and (ii) generally available to other employees.	
Accessible Formats and Communication Supports for Employees	26(2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.	<ul style="list-style-type: none"> When determining the suitability of an accessible format or communication support, Dovercourt will consult with the employee making the request. 	Ongoing
Workplace Emergency Response	27(1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee’s disability.	<ul style="list-style-type: none"> Dovercourt will provide employees with a disability in Ontario with an Emergency Barriers Form that will inquire as to whether an employee requires an individualized workplace emergency response. Individualized workplace emergency response information will be provided to employees in Ontario who have a disability, where this information is necessary and where Dovercourt is aware of the employee’s need for accommodation due to the employee’s disability. 	Complete
	27(2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee’s consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.	<ul style="list-style-type: none"> If Dovercourt receives the employee’s consent, Dovercourt will provide the emergency response information to the person designated by the employer to provide assistance. 	Ongoing

Initiative	IASR Requirement	Action	Status
	<p>27(3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.</p>	<ul style="list-style-type: none"> Included in the process for the provision of individualized workplace emergency response information. 	Complete
	<p>27(4) Every employer shall review the individualized workplace emergency response information,</p> <p>(a) when the employee moves to a different location in the organization;</p> <p>(b) when the employee’s overall accommodations needs or plans are reviewed; and</p> <p>(c) when the employer reviews its general emergency response policies.</p>	<ul style="list-style-type: none"> Included in the process established for providing individualized workplace emergency response information. 	Complete
<p>Documented Individual Accommodation Plans</p>	<p>28(1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<ul style="list-style-type: none"> Dovercourt has developed and maintains a written process for the development of documented individual workplace accommodation plans for employees in Ontario with disabilities. 	Complete
	<p>28(2) The process for the development of documented individual accommodation plans shall include the following elements:</p> <p>1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</p>	<ul style="list-style-type: none"> Dovercourt’s written process for the development of individual workplace accommodation plans in Ontario addresses these elements. 	Complete

Initiative	IASR Requirement	Action	Status
	<ol style="list-style-type: none"> 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if accommodation can be achieved and, if so, how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal information. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's 		

Initiative	IASR Requirement	Action	Status
	accessibility needs due to disability.		
Return to Work Process	<p>29(1) Every employer, other than an employer that is a small organization,</p> <p>(a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and</p> <p>(b) shall document the process.</p>	<ul style="list-style-type: none"> • Dovercourt has developed and maintains a return to work process for its employees in Ontario who have been absent from work due to a disability and who require disability-related accommodations in order to return to work. • Dovercourt documents the return to work progress, including any individual workplace accommodation plans or individualized workplace emergency plans as required in the return to work process. 	<p>Complete</p> <p>Ongoing</p>
	<p>29(2) The return to work process shall,</p> <p>(a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and</p> <p>(b) use documented individual accommodation plans, as part of the process.</p>	<ul style="list-style-type: none"> • The return to work process outlines the steps Dovercourt will take to facilitate the employee’s return to work and will include documented individual workplace accommodation plans as part of the process. 	Complete
	<p>29(3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.</p>	<ul style="list-style-type: none"> • Dovercourt’s return to work process does not replace or override any other return to work process created by or under any other statute. 	Complete

Initiative	IASR Requirement	Action	Status
<p>Performance Management</p>	<p>30(1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</p>	<ul style="list-style-type: none"> Dovercourt will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual workplace accommodation plans, when conducting performance management. 	<p>Ongoing</p>
<p>Career Development & Advancement</p>	<p>31(1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities.</p>	<ul style="list-style-type: none"> Dovercourt will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual workplace accommodation plans, when providing career development and advancement to employees. 	<p>Ongoing</p>
<p>Redeployment</p>	<p>32(1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	<ul style="list-style-type: none"> Dovercourt will take into account the accessibility needs of employees in Ontario with disabilities, as well as individual workplace accommodation plans, when redeploying employees. 	<p>Ongoing</p>

Part IV — Customer Service Standards

Initiative	IASR Requirement	Action	Status
<p>Establishment of Policies</p>	<p>80.46(1) In addition to the requirements in section 3, every provider [of goods, services or facilities] shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities.</p>	<ul style="list-style-type: none"> Dovercourt has developed, implemented and maintains the Customer Service Standards Policy. 	<p>Complete</p>
	<p>80.46(2) The provider shall use reasonable efforts to ensure that the policies are consistent with the following principles:</p> <ol style="list-style-type: none"> The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person’s disability. 	<ul style="list-style-type: none"> Dovercourt’s policies are consistent with these principles. 	<p>Complete</p>
	<p>(3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or</p>	<ul style="list-style-type: none"> Dovercourt’s Customer Service Standards Policy addresses the use of assistive devices. 	<p>Complete</p>

Initiative	IASR Requirement	Action	Status
	with the availability of other measures, if any, which enable them to do so.		
	80.46(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.	<ul style="list-style-type: none"> Dovercourt has prepared a document, called the Customer Service Standards Policy, which includes a description of Dovercourt’s policy concerning the provision of goods, services and facilities. Dovercourt will provide a copy of the Customer Service Standards Policy to any person upon request. 	Complete
	80.46(5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request.	<ul style="list-style-type: none"> Dovercourt will notify persons through its external website that the Customer Service Standards Policy is available upon request. 	Complete
Use of Service Animals and Support Persons	80.47(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.	<ul style="list-style-type: none"> Dovercourt will ensure that a person with a disability who is accompanied by a guide dog or other service animal is permitted to enter Dovercourt’s premises with the animal to keep the animal with him or her. 	Ongoing
	80.47 (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider’s goods, services or facilities.	<ul style="list-style-type: none"> Dovercourt will ensure that, if a service animal is excluded by law from the premises, other measures will be made available to enable a person with a disability to obtain, use or benefit from Dovercourt’s goods, services or facilities. 	Ongoing

Initiative	IASR Requirement	Action	Status
	<p>80.47(4) If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p>	<ul style="list-style-type: none"> Dovercourt will ensure that both the person with a disability and the accompanying support person are permitted to enter Dovercourt's premises together and that the person with a disability is not prevented from having access to the support person while on Dovercourt's premises. 	Ongoing
	<p>80.47(8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.</p>	<ul style="list-style-type: none"> Dovercourt has prepared the Customer Service Standards Policy, which includes descriptions of Dovercourt's service animal and support person policies. Dovercourt will provide a copy of the Customer Service Standards Policy to any person upon request. 	Complete
	<p>80.47(9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request.</p>	<ul style="list-style-type: none"> Dovercourt will notify persons through its external website that the Customer Service Standards Policy is available upon request. 	Complete
<p>Notice of Temporary Disruptions</p>	<p>80.48(1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public.</p>	<ul style="list-style-type: none"> Dovercourt will notify persons with disabilities if there is a temporary disruption in facilities and services the persons with a disability usually uses. 	Ongoing
	<p>80.48(3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption</p>	<ul style="list-style-type: none"> Dovercourt's Customer Service Standards Policy sets out the steps Dovercourt will take in the event of a temporary disruption. 	Complete

Initiative	IASR Requirement	Action	Status
	and, on request, shall give a copy of the document to any person.	<ul style="list-style-type: none"> • Dovercourt will provide the Customer Service Standards Policy, with the temporary disruption process document to any person on request. • Dovercourt will notify those affected by posting the information on its external website. 	Ongoing
Training for Personnel	<p>80.49(1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider’s goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider’s policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. 	<ul style="list-style-type: none"> • Dovercourt will ensure that all current and new employees, volunteers and other individuals as required by the IASR in all Ontario locations receive training on providing goods, services or facilities to persons with disabilities. 	Ongoing
	<p>80.49(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<ul style="list-style-type: none"> • Dovercourt will store all records of the training provided under the Customer Service Standards Policy. The records will include the dates on which the training was provided and the number of individuals to whom the training was provided. 	Ongoing
	<p>80.49(6) Every provider, other than a small organization, shall,</p> <p>(a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and</p>	<ul style="list-style-type: none"> • Dovercourt has prepared the Customer Service Standards Policy that describes Dovercourt’s training policies, summarizes the content of the training and specifies when training will be provided. • The Customer Service Standards Policy addresses: 	Complete

Initiative	IASR Requirement	Action	Status
	(b) on request, give a copy of the document to any person.	<ul style="list-style-type: none"> ○ a review the AODA’s purposes; ○ how to interact and communicate with persons with various types of disability; ○ how to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person; ○ how to use equipment or devices available on the provider’s premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability; and ○ what to do if a person with a particular type of disability is having difficulty accessing the provider’s goods, services or facilities. 	
	80.49(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request.	<ul style="list-style-type: none"> ● Dovercourt will notify persons to whom it provides goods, services or facilities through its external website that Dovercourt’s Customer Service Standards Policy is available upon request. 	Complete
Feedback Process	<p>80.50(1) Every provider shall establish a process for receiving and responding to,</p> <p>(a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities; and</p> <p>(b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</p>	<ul style="list-style-type: none"> ● Dovercourt has established a process for receiving and responding to feedback about the manner in which Dovercourt provides goods, services or facilities to persons with disabilities. ● Individuals may provide feedback to Dovercourt in any number of ways: <ul style="list-style-type: none"> ○ by email at feedback@bgcdovercourt.com 	Complete

Initiative	IASR Requirement	Action	Status
	<p>(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.</p>	<ul style="list-style-type: none"> ○ electronically, by visiting our website BGC Dovercourt Club ○ by contacting our Human Resources Department: #416-536-4102 ○ in writing, by sending or hand delivering feedback to Dovercourt at the following address: Dovercourt 180 Westmoreland Ave, Toronto, ON M6H 3A2 and Junction 1379 Bloor St W, Toronto, ON M6P 4J5 ○ in person, by visiting Dovercourt's offices feedback@bgcdovercourt.com ○ additionally, a customer may request for their Dovercourt contact to submit feedback on their behalf. ● Dovercourt will ensure the feedback process allows those providing feedback to also provide feedback on whether the feedback process itself is accessible to persons with disabilities through accessible formats and communication supports. 	
<p>Feedback Process (continued)</p>	<p>80.50 (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities.</p>	<ul style="list-style-type: none"> ● Dovercourt's Customer Service Standards Policy sets out actions Dovercourt will take if a complaint is received about the manner in which goods or services are provided to persons with disabilities. 	<p>Complete</p>
	<p>80.50(4) Every provider shall make information about the feedback process readily available to the public.</p>	<ul style="list-style-type: none"> ● The availability of the feedback process is set out in the Customer Service Standards, available upon request, and this MYAP, which is posted on our website. 	<p>Complete</p>

Initiative	IASR Requirement	Action	Status
	<p>80.50(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person.</p>	<ul style="list-style-type: none"> Dovercourt has prepared this MYAP and the Customer Service Standards Policy that describes Dovercourt’s feedback process. Dovercourt will provide the Customer Service Standards Policy to any person on request. 	Complete
	<p>80.50(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request</p>	<ul style="list-style-type: none"> Dovercourt’s Customer Service Standards sets out the feedback process and Dovercourt will provide the document to any person on request. 	Complete
<p>Format of Documents</p>	<p>80.51(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p>	<ul style="list-style-type: none"> Dovercourt will endeavor to provide any document required under the IASR Customer Service Standards in an accessible format or with communication support in a timely manner. The cost of providing the documents in an accessible format will not cost more than the regular cost charged to other customers. 	Ongoing
<p>Format of Documents</p>	<p>80.51(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p>	<ul style="list-style-type: none"> Dovercourt will respond the person’s request in a timely manner, at which point Dovercourt will consult with the person making the request to determine which accessible format or communication support is suitable. 	Ongoing

Closing statements

In accordance with the AODA and with Dovercourt's objective of treating all people in a way that allows them to maintain their dignity and independence while creating an inclusive work environment for Dovercourt's people to develop to their full potential, the Multi-Year Accessibility Plan is posted on Dovercourt's website and will be reviewed and updated at least every 5 years.

If you have any questions, or have feedback related to Dovercourt's Multi-Year Accessibility Plan, please contact Dovercourt at info@bgcdovercourt.com and Dovercourt #416-530-4233 and Junction #416-530-4233

