



GTHL POLICY

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Approved by:	Chief Operating Officer	Date Approved:	May 2023
		Date Effective:	Immediate
Responsibility of:	Chief Operating Officer	Date of Last Revision:	N/A
		Date Initially Issued:	May 2023

Commitment Statement

The GTHL is committed to complying with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and all applicable standards in order to meet the accessibility needs of persons with disabilities in a timely manner.

Accessibility for Ontarians with Disabilities Policy Statement

The GTHL is committed to providing a barrier-free environment for all our clients, customers, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its regulations.

The GTHL understands that we have a responsibility for ensuring a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's compliance by incorporating accessibility legislation into our policies, procedures, training, and best practices.

We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. Additional disability-related accommodations and accessible alternative formats can be provided upon request to access and use our office, websites, and services. The GTHL is committed to ensuring that its policies, practices, and procedures are consistent with the requirements of the Accessibility Standards, for Customer Service, Ontario Regulation 429/07 and Integrated Accessibility Standards, Ontario Regulation 191-11. In partnership with persons with disabilities, we will ensure that all clients and visitors receive the same value and quality by identifying, removing, and preventing barriers.

In fulfilling our commitment, the GTHL shall:

Establish a policy that complies with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, and Integrated Accessibility Standards, Ontario Regulation 191-11.

- The GTHL also has other rules policies, and procedures related to employment which are outlined on our website at www.gthlcanada.com
- Communicate with persons with disabilities in a manner that accounts for their disabilities and in keeping with the principles of dignity, independence, integration and equal opportunity.



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- Allow clients to use service animals, personal assistive device and support persons while accessing goods and services or conducting business.
- Implement training for employees, volunteers and others who deal with the public regarding the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and Integrated Accessibility Standards, Ontario Regulation 191-11.
- Provide notice when there is a disruption of service and include the expected length of disruption, the reason and alternative accessibility option(s)
- Establish a feedback procedure so anyone can comment on the provision of goods or services to persons with disabilities.

It is the responsibility of the managers and supervisors to ensure that all employees follow the guidelines and are appropriately trained in the requirements set forth in the Accessibility Policies for

The GTHL. The GTHL will provide a work environment that respects the dignity and independence of persons with disabilities by promoting open lines of communication between all workplace parties and persons with disabilities.

Please provide any feedback, concerns or suggestions about accessibility for people with disabilities by contacting Scott Oakman at Soakman@GTHLCanada.com or by calling the office at 416-636-6845, ext. 224 or by mail at the following address: 57 Carl Hall Road, Toronto, Ontario, M3K 2B6.

Accessibility Policies for The GTHL

The GTHL is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

General

The GTHL is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Information and communications

The GTHL is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats or with communication support. This includes publicly available information about our goods, services, and facilities, as well as publicly available emergency information.

The GTHL also has other rules policies, and procedures related to employment which are outlined on our website at www.gthlcanada.com

The GTHL will consult with people with disabilities to determine their information and communication needs.



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Employment

The GTHL will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability. If using performance management, career development and redeployment processes, we will take into account the accessibility needs of employees with disabilities.

Design of Public Spaces

The GTHL will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces include:

- Recreational trails/beach access routes
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines and waiting areas

Modifications to this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.



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GTHL Multi-Year Accessibility Plan

Introduction

The Greater Toronto Hockey League (GTHL) is committed to ensuring accessibility for persons with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and its associated standards. This Multi-Year Accessibility Plan outlines our commitment to fostering a barrier-free environment and details the strategies and actions we will implement over the next several years to achieve and maintain accessibility.

2023-24

1. Accessibility Policies:

- Establish and communicate a comprehensive accessibility policy that aligns with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and Integrated Accessibility Standards (Ontario Regulation 191-11).
- Conduct a thorough review of existing policies related to employment and ensure alignment with accessibility principles.

2. Training:

- Develop and implement training programs for employees, volunteers, and other relevant staff members on the Accessibility Standards for Customer Service and Integrated Accessibility Standards.
- Ensure that all employees, including managers and supervisors, are appropriately trained in the requirements outlined in the Accessibility Policies for the GTHL.

3. Communication:

- Establish communication protocols to interact effectively with persons with disabilities, emphasizing dignity, independence, integration, and equal opportunity.
- Implement a feedback procedure for clients and visitors to comment on the provision of goods or services to persons with disabilities.

2024-25

1. Information and Communications:

- Continue to improve accessibility in information and communications by consulting with persons with disabilities to identify their needs.
- Provide information and communications materials in accessible formats or with communication support as requested.

2. Employment Practices:

- Strengthen employment practices by notifying the public and staff of our commitment to accommodating disabilities during recruitment, assessment processes, and employment.



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- Integrate accessibility considerations into performance management, career development, and redeployment processes.

2025-26

1. Design of Public Spaces:

- Ensure compliance with the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces within the GTHL.

2. Continuous Improvement:

- Conduct an annual review of policies, procedures, and practices to identify areas for improvement.
- Modify or remove any policies that do not align with the principles of dignity and independence for people with disabilities.

Ongoing:

1. Communication and Feedback:

- Maintain an open line of communication with all stakeholders, encouraging feedback, concerns, or suggestions about accessibility.
- Monitor the effectiveness of accessibility initiatives and make adjustments as necessary.

2. Accessibility Promotion:

- Promote awareness of accessibility policies, practices, and procedures within the GTHL through various communication channels.
- Continue to provide disability-related accommodations and accessible alternative formats upon request.

3. Reporting:

- Provide regular updates on the progress of accessibility initiatives to employees, volunteers, clients, and the public.
- Comply with reporting requirements outlined in AODA.

The GTHL is dedicated to creating an inclusive and accessible environment, and this Multi-Year Accessibility Plan serves as a roadmap for achieving our goals in alignment with Ontario's accessibility legislation. We welcome collaboration, feedback, and ongoing partnerships with persons with disabilities to ensure continuous improvement in our accessibility initiatives.