



The Toronto Lawn Tennis Club

Multi Year Accessibility Plan

2025 to 2030

Prepared in alignment with the Accessibility for Ontarians with Disabilities Act, 2005 and Ontario Regulation 191/11,
Integrated Accessibility Standards Regulation

Last Revised: June 2026

Owner: People Services

Contact: HR@torontolawn.com | 416-922-1105 ext. 229

1. Introduction and Statement of Commitment

The Toronto Lawn Tennis Club is committed to identifying, removing, and preventing barriers for people with disabilities. This includes employees, applicants, volunteers, contractors, members, guests, visitors, and others who access Club goods, services, facilities, information, employment, and events.

This 2025 to 2030 Multi Year Accessibility Plan replaces the Club's 2019 to 2024 Accessibility Plan. It outlines the actions TLTC will take to support accessibility and maintain compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11, Integrated Accessibility Standards Regulation (IASR).

This Plan is a public document. It will be posted on the TLTC website, reviewed at least once every five years, and made available in an accessible format or with communication supports upon request.

This Plan is intended to support compliance and operational planning. It should be reviewed periodically against current legislation and any guidance issued by the Government of Ontario.

2. Accessibility Goals and Principles

TLTC will make reasonable efforts to ensure that accessibility is reflected in how the Club provides service, employment, communication, programs, facilities, and member and guest experiences.

- Respect dignity, independence, integration, and equal opportunity for people with disabilities.
- Provide goods, services, and facilities in a way that considers a person's disability.
- Promote a workplace where workers can participate fully in all aspects of their role.
- Prevent and remove barriers in employment, communication, service delivery, events, and the built environment.
- Build accessibility into Club planning, purchasing, policies, training, facility changes, and the Club rebuild.
- Consult with people with disabilities when providing accessible formats, communication supports, and individualized accommodations.

3. Compliance Framework

Requirement Area	TLTC Commitment
General requirements	Maintain accessibility policies, a statement of commitment, a multi year plan, training records.
Customer service	Provide accessible customer service, allow assistive devices, service animals and support persons, provide service disruption notices, and maintain an accessible feedback process.
Information and communications	Provide accessible formats and communication supports upon request, make emergency and public safety information accessible upon request, and maintain accessible public feedback processes.
Employment	Provide accommodation through recruitment, hiring, onboarding, accommodation planning, return to work, emergency response, performance management, career development, and redeployment.
Design of public spaces	Consider accessibility in public spaces, exterior paths, parking, service counters, waiting areas, signage, temporary spaces, and any new or redeveloped areas where applicable.
Website and digital content	Maintain applicable website and web content accessibility requirements and make public documents accessible where required.

Compliance reporting	File an AODA accessibility compliance report when required, including by December 31, 2026.
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4. 2025 to 2030 Accessibility Action Plan

4.1 Governance and Annual Compliance Review

Timing	Action
2025 and annually	Maintain an AODA compliance file with policies, plans, training records, feedback logs, accommodation templates, service disruption notices, contractor confirmations, website audit results, and compliance reports.
2026	Prepare and file the AODA accessibility compliance report by December 31, 2026.

4.2 Accessibility Policies and Plan

Timing	Action
2026	Update the Employee Handbook AODA section.
2026	Post this 2025 to 2030 Multi Year Accessibility Plan on the TLTC website.
Ongoing	Provide this Plan and related AODA policies in accessible formats or with communication supports upon request.
Ongoing	Review and update accessibility policies when legislation, operations, facilities, or Club services change.
By 2030	Review and update the Multi Year Accessibility Plan before the next five year cycle.

4.3 Training

Timing	Action
2026 and ongoing	Train employees and anyone who provides goods, services, or facilities on TLTC's behalf. Train employees on assistive devices, service animals, support persons, accessible communication, equipment used to support accessibility, and what to do when someone has difficulty accessing Club goods, services, or facilities.
Onboarding	Include AODA and accessible customer service training in onboarding for all new employees as soon as practicable after hire.
Ongoing	Train employees on the Ontario Human Rights Code as it relates to people with disabilities.
Ongoing	Provide training when accessibility policies or procedures change.
Ongoing	Require contractors who interact with members, guests, visitors, or employees on TLTC's behalf to complete AODA training.

4.4 Website, Documents, and Communication

Timing	Action
2026	Complete an accessibility review of the TLTC public website and key digital content.

Ongoing	Ensure new or significantly refreshed public website content meets applicable WCAG 2.0 Level AA requirements where required.
Ongoing	Notify employees, members, guests, and the public that accessible formats and communication supports are available upon request.
Ongoing	Consult with the person requesting an accessible format or communication support to determine suitability.
Ongoing	Provide accessible formats and communication supports in a timely manner and at no additional cost beyond the regular cost charged to others.
Ongoing	Provide emergency procedures, emergency plans, and public safety information in accessible formats upon request.

4.5 Recruitment and Hiring

Timing	Action
Ongoing	Notify employees and the public that accommodations are available for applicants with disabilities during recruitment.
Ongoing	Add accommodation wording to job postings.
Ongoing	Notify selected candidates that accommodations are available for interviews, assessments, and selection processes.
Ongoing	Consult with applicants who request accommodation and provide suitable arrangements.
Ongoing	Notify successful applicants of TLTC's policies for accommodating employees with disabilities when making an offer of employment.
Ongoing	Include accommodation information in onboarding.

4.6 Employee Accommodation and Return to Work

Timing	Action
2025	Maintain written Individual Accommodation Plan and Return to Work Plan templates.
Ongoing	Allow employees to request accommodation through People Services or their supervisor.
Ongoing	Request medical documentation only as needed to understand functional abilities, limitations, restrictions, duration, and accommodation needs.
Ongoing	Keep medical and accommodation information confidential and share it only with those who need it to implement the accommodation.
Ongoing	Consult with the employee and assess accommodation needs on an individual basis.
Ongoing	Allow the employee to request a workplace representative to participate in the accommodation process.
Ongoing	Request an outside medical or expert evaluation only when needed and at TLTC's expense.
Ongoing	Document the accommodation plan, review schedule, privacy protections, accessible formats, and reasons if a plan is denied.
Ongoing	Develop and document return to work plans for employees absent due to disability who require disability related accommodation to return.
Ongoing	Use the employee's individual accommodation plan in the return to work process where applicable.

4.7 Workplace Emergency Response

Timing	Action
2025 and ongoing	Ask employees to tell People Services if they require assistance during an emergency because of a disability.
As needed	Create individualized workplace emergency response information for employees with disabilities when TLTC is aware of the need for accommodation.
As needed	Share emergency response information with designated helpers only with the employee's consent and only when needed for safety.
Ongoing	Review individualized emergency response information when the employee changes work location, accommodation needs change, or TLTC reviews its emergency procedures.
Ongoing	Ensure managers understand emergency support requirements in their areas.

4.8 Performance Management, Development, and Job Changes

Timing	Action
Ongoing	Consider accessibility needs and individual accommodation plans during performance management.
Ongoing	Provide performance feedback, coaching, and goal setting in accessible formats when required.
Ongoing	Consider accessibility needs and accommodation plans when offering training, career development, advancement, promotion, transfer, modified duties, or redeployment.
Ongoing	Train managers to apply accommodation plans consistently, respectfully, and confidentially.

4.9 Accessible Customer Service and Member Experience

Timing	Action
Ongoing	Allow people with disabilities to use their own assistive devices when accessing Club goods, services, or facilities.
Ongoing	Permit service animals in areas open to the public except where excluded by law.
Ongoing	Permit support persons to accompany people with disabilities when accessing Club goods, services, or facilities.
Ongoing	Provide advance notice of any admission or guest fee charged for a support person where applicable.
Ongoing	Communicate with people with disabilities in ways that consider their disability.
Ongoing	Train staff to ask what support is needed instead of making assumptions.
Ongoing	Provide service in an accessible area when the regular area is not accessible.
Ongoing	Identify accessible service alternatives during the Club rebuild and temporary operating periods.

4.10 Temporary Service Disruptions

Timing	Action
2026	Maintain a standard temporary service disruption notice template.
As needed	Post notices when accessible services, facilities, routes, or equipment are temporarily unavailable.
As needed	Include the reason for the disruption, anticipated duration, and available alternative facilities or services, if any.
As needed	Post notices at the affected area, entrances, website, email, or other suitable channels depending on the disruption.
Ongoing	Keep copies of service disruption notices as compliance records.

4.11 Feedback Process

Timing	Action
2026 and ongoing	Maintain an accessible process for feedback about accessible customer service, barriers, accommodations, and the Accessibility Plan.
Ongoing	Allow feedback by email, phone, in person, and another accessible method upon request.
Ongoing	Provide accessible formats and communication supports for the feedback process upon request.
Ongoing	Acknowledge accessibility feedback within 2 to 15 business days when contact information is provided.
Ongoing	Track feedback, action taken, owner, completion date, and follow up.

4.12 Meetings, Events, and Member Programs

Timing	Action
Ongoing	Build accessibility into event and meeting planning.
Ongoing	Choose accessible locations where possible.
Ongoing	Provide accessible formats, communication supports, seating arrangements, service alternatives, and other accommodations upon request.
Ongoing	Communicate accessibility options to participants in advance where practical.

4.13 Facilities, Rebuild, and Design of Public Spaces

Timing	Action
2026 to 2030	Complete accessibility barrier reviews during the rebuild and reopening planning.
2026 to 2030	Review temporary spaces, trailers, dining tent, walkways, entrances, washrooms, signage, parking, service counters, waiting areas, and emergency routes for accessibility barriers.
2026 to 2030	Include accessibility requirements in renovation, reopening, layout, signage, washroom, pathway, entrance, and service counter planning.
Ongoing	Consider accessibility when purchasing new furniture, fixtures, equipment, signs, kiosks, technology, or service tools where practicable.
Ongoing	Document barriers identified, interim measures, long term actions, owners, and completion dates.

Ongoing	Consult employees, members, guests, or others with disabilities where practical.
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5. Monitoring, Accountability, and Records

- People Services will coordinate this Plan and support managers with training, accommodation, records, and reporting.
- Department leaders will identify and address accessibility barriers in their areas of responsibility.
- Managers will support accommodation requests, accessible customer service, emergency response planning, and accessible employment practices.
- Employees will complete required training, follow accessibility procedures, and report barriers or concerns.
- TLTC will review this Plan annually and update it when legal requirements, operations, facilities, or feedback indicate changes are needed.
- TLTC will retain records that demonstrate compliance, including training records, feedback records, accommodation documentation, service disruption notices, website review records, contractor confirmations, and filed compliance reports.

6. Feedback and Contact Information

TLTC welcomes feedback about accessibility, barriers, accommodations, customer service, and this Plan. Feedback may be provided by email, phone, in person, or another accessible method upon request.

People Services and Membership Department will review accessibility feedback and coordinate follow up with the appropriate department. Where contact information is provided, TLTC will acknowledge feedback within 2 to 15 business days and communicate next steps where appropriate.

Contact	Details
People Services	kmalashenko@torontolawn.com HR@torontolawn.com 416-922-1105(229)
Membership	lnabus@torontolawn.com 416-922-1105 (241)