

TLTC AODA Employee Policy

COMMITMENT TO INCLUSIVITY AND DIVERSITY

TLTC is proud to be home to employees with a wide range of skills, experiences, and perspectives. From seasonal staff to senior managers, each role is essential to maintaining the Club's tradition of excellence. We recognize and celebrate these differences while ensuring mutual respect and professionalism across all interactions.

Our commitments include:

- Provide all employee resources in their preferred language when feasible.
- Honor holidays of diverse cultures and religions to recognize and respect employee identities.
- Partner with organizations such as the Ontario Disabilities Employment Network (ODEN) to promote accessible employment opportunities.
- Conduct regular DEI (Diversity, Equity, and Inclusion) training sessions to enhance awareness and understanding.
- Follow AODA policies and procedures, ensuring accessibility across all areas.
- Adjust hiring processes to attract candidates with diverse abilities and backgrounds.

Your role as an employee:

You are encouraged to support inclusivity by respecting others' perspectives, celebrating diversity, and contributing ideas to improve workplace equity.

Management Responsibilities:

Managers at TLTC play a key role in fostering an inclusive and equitable culture. Their responsibilities include:

- Modeling inclusive behaviour and treating all team members fairly.
- Ensuring equal access to training, development, and career opportunities.
- Participating in and promoting DEI training and awareness.
- Addressing biases in recruitment, performance management, and team dynamics.
- Supporting accommodations to create an accessible work environment.
- Encouraging open dialogue and valuing diverse perspectives.

By fulfilling these responsibilities, managers help ensure TLTC is a workplace where everyone feels respected, valued, and empowered to succeed.

QUOTE FROM THE FIELD:

"Inclusivity isn't just a policy here, nor is it a performative checkbox; it's how we ensure everyone feels valued and respected."—TLTC Employee

ACCESSIBILITY AND AODA ALIGNMENT

In alignment with the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#), TLTC is committed to ensuring all employees, members, and guests experience the same level of accessibility across our facilities and services. *See Appendices for more details on AODA procedures.*

Statement of Commitment to Accessibility

The Toronto Lawn Tennis Club is committed to meeting the accessibility needs of people with disabilities in a timely manner. We are committed to identifying, preventing, and removing barriers to accessibility and to meeting our requirements under the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations.

Definitions:

- **Disability:** Refers to medical, physical, mental, or developmental conditions such as injury, illness, paralysis, blindness, deafness, mental disorders.
- **Guide Dog:** A specially trained dog that helps individuals who are blind, providing mobility and safety.
- **Service Animal:** An animal used by a person with a disability for assistance, either visibly or with a letter from a healthcare provider confirming its necessity.
- **Support Person:** An individual accompanying a person with a disability to assist with communication, mobility, personal care, or access to goods and services.

Service animals, assistive devices, and support persons are welcome in all areas of the Club to assist members, guests, and employees. (Please note, service animals are not permitted in the kitchens and food preparation areas). If it is not clear that the animal is for disability-related reasons, the Club may ask for verification.

Employee Expectations:

- Participate in ongoing mandatory AODA training.
- Identify and report barriers that limit accessibility to People Services and your direct manager.
- Be proactive in providing accommodations or assistance, when possible, to support members, guests, visitors, and colleagues. Ask individuals to describe their accommodation needs instead of making assumptions.
- Comply with accessibility policies and practices in the workplace.
- Cooperate in developing and maintaining individualized accommodation plans.

Examples of Accessibility Initiatives:

- ✓ Adjusting workspaces for employees with mobility challenges.
- ✓ Ensuring Club communications are available in accessible formats upon request.

Manager Responsibilities:

- Ensure the team follows the Club's AODA policy and practices and all members, guests and workers receive the same value and quality.
- Facilitate and support the accommodation of employees, members, guests, and visitors with disabilities, including individual accommodation and return-to-work plans.
- Identify and address any accessibility barriers within your area of responsibility.
- Participate in accessibility training and ensure team members are properly trained and understand AODA requirements.
- Provide accessible formats and communication supports upon request.
- Ensure emergency response plans are accessible to employees with disabilities.
- Notify members and workers of any service disruptions, including the reason, duration, and alternative options.

- Ensure feedback on accommodations and services is acknowledged within 2-15 business days and inform members/workers about the process and actions taken.
- Notify job applicants that accommodations are available upon request, inform those selected for interviews of this availability, and consult with them to provide appropriate arrangements if needed.
- Make sure performance reviews, promotions, and job changes consider the needs of employees with disabilities and their accommodation plans.

Accommodation Process:

- **Request:** Employees can request accommodation anytime due to illness or disability by contacting People Services or their Supervisor.
- **Medical Documentation:** Requests require medical documentation confirming the disability and accommodation needs. This information will be kept confidential and only shared with those who need to know to provide the accommodation.
- **Process:** People Services and Supervisor will meet with the employee to create an accommodation plan.
- **Follow-Up:** Ongoing monitoring and periodic medical updates may be required.

Appendix A: AODA (Accessibility for Ontarians with Disabilities Act) Procedures

TLTC will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensure equal value and quality for all members, guests, and workers.
- Support workers with disabilities by accommodating their pace and methods, based on individual needs.
- Allow members and guests with disabilities to access services in their own way and at their own pace, when safe to do so.
- Use alternative methods, when possible, to provide equal access in the same place and similar manner.
- Consider individual needs when delivering goods and services.
- Communicate in ways that accommodate the disabilities of both members, guests and workers.

Our Commitments:

- TLTC will notify members, guests, employees, and the public that documents related to accessible customer service are available upon request.
- TLTC will provide this policy and related accessibility documents in an accessible format or with communication supports upon request, in consultation with the person making the request.
- TLTC will keep records of AODA training, including the dates training was provided and the number of individuals trained.
- TLTC will ensure that employees, volunteers, and any third parties who provide goods, services, or facilities on behalf of TLTC receive required AODA training.
- If TLTC charges an admission or guest fee for a support person, TLTC will provide advance notice of the fee where possible.

- TLTC will provide notice of any temporary service disruption, including the reason for the disruption, the anticipated duration, and any available alternative facilities or services, if applicable.
- Feedback about TLTC's accessible customer service may be provided by email, phone, in person, or another accessible method upon request. TLTC will ensure the feedback process is accessible by providing or arranging accessible formats and communication supports upon request.

Best Practices

Club employees will be encouraged to be pro-active in seeking solutions and removing barriers, as well as alerting all members and guests to the range of accommodations that are available.

- Always put people first (say person with a disability, not disabled person).
- Use “disability” or “disabled”—avoid outdated terms like handicapped or challenged.
- Don't make assumptions—wait for individuals to describe their situation, as many disabilities share similar traits.
- Assist members, guests, and coworkers using assistive devices if asked to do so.
- If a device poses a safety risk (e.g., oxygen tanks near open flames), find a safe alternative location.
- If accessibility is limited (e.g., no elevator), provide service in an accessible area.
- Service animals are allowed in all Club areas except those where food is prepared.
- If unclear, ask for proof that the animal is a certified service animal (e.g., doctor's note or ID).
- Owners must control and care for their animal at all times.

Accommodation Plans for Persons with Disabilities

Club managers in cooperation with People Services will work together with workers to develop an Individual Accommodation Plan and/or Return to Work Plan for workers with disabilities.

1. Requesting Accommodation

- Employees may request accommodation at any time.
- Requests typically begin when an employee informs People Services or their supervisor they cannot perform essential job duties due to illness or disability.

2. Medical Documentation

- Requests must be supported by medical documentation outlining functional abilities, limitations, restrictions, duration and prognosis, start and end date for accommodation.
- Documentation is confidential and submitted to People Services or your supervisor.

3. Accommodation Process

- People Services and the supervisor will review the request and meet with the employee.
- The meeting will clarify needs and restrictions, explore suitable accommodations, assign responsibilities and agree on next steps.
- A written accommodation plan is created, signed by both employee and supervisor, and submitted to People Services.

4. Implementation & Follow-Up

- Plans may require multiple meetings to finalize.
- Ongoing monitoring and updates may be needed.
- Updated medical reports may be requested to support continued accommodation.