

## Multi-Year Accessibility Plan

Our goal is to make Club Roma the safest and most accessible workplace it can be. We are committed to excellence in service and safety for both our employees and our guests.

This plan outlines our strategy to identify our accessibility barriers, prevent them in the future, and meet all AODA and IASR requirements moving forward.

In accordance with the requirements outlined in the AODA/IASR, we will:

1. Post the Multi-Year Accessibility Plan on our website
2. Provide a plan in an accessible format for those that require it
3. Review and update the plan regularly
4. Consult people with disabilities when reviewing and updating the plan
5. Provide our accessibility policies in a written and publicly accessible format

This accessibility plan outlines the policies and actions we have taken and continue to take to ensure that Club Roma provides sufficient and constantly improving accessibility for people with disabilities.

### Communications and Customer Service:

Club Roma is committed to providing accessible customer service that meets the communication needs of people with disabilities. We will train our employees to respectfully communicate with our guests in a way that meet their specific needs. We continue to consult with people with disabilities so that we can understand and honour their requirements.

We are regularly updating our website to ensure it is the most accessible it can be and will provide content in alternative formats upon request. Our staff will continue to be available to provide assistance for people with disabilities when required. We will frequently review our customer service practices and online communications to ensure they up to date with current AODA/IASR guidelines and make changes as necessary.

### Employment

Club Roma strives to maintain equitable and accessible employment practices. Our hiring process will continue to be accessible to people with disabilities, as specified in our job postings. We will accommodate people with disabilities throughout the hiring process and once employed at Club Roma, upon request. We work with our employees to facilitate accommodation as needed, and support our employees' return to work after absence due to disability.

### Design of Public Spaces

Club Roma will meet AODA accessibility requirements in terms of the design of public spaces. People with disabilities will be taken into consideration when building or making modifications to our facilities; including washrooms, entrances/exits, seating areas, and other spaces as applicable. Club Roma commits to regularly maintaining and servicing all accessible elements in our facilities. We will ensure our maintenance team is adequately trained in addressing and repairing any accessible elements that are not in working order so as not to cause disruption for people with disabilities.

### Statement of Commitment:

Club Roma is committed to providing equal access to all of our facilities and services to people of all abilities. We are dedicated to providing an environment in which people with disabilities are able to maintain their independence by implementing high employment and customer service standards in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). At Club Roma, we believe in community and will strive to meet the needs of disabled members of our community in an efficient and timely manner. We will continue to identify and remove barriers to accessibility and prevent them in the future. We strive to better our accessibility for those with disabilities by regularly reviewing Ontario's accessibility laws and requirements. By doing so, we will become a safer and more accessible workplace and gathering place for our community.