

The University Club of Toronto

2026 Accessibility Policy for persons with disabilities

AODA ACT and Human Rights Code

The Club, like all workplaces in Ontario, is governed by the Persons with Disabilities Act (AODA, 2005). AODA stands for The Accessibility for Ontarians with Disabilities Act.

Under the act a person with a disability means

- a) A physical disability
- b) A mental disability
- c) A learning disability
- d) An injury or disability in which benefits are received under the Workplace Safety and Insurance Act 1997.

We go to work. We go shopping. We take in a movie and afterwards grab a bite to eat. We don't think twice about it. At least, most of us don't. But that's not always the case for people with disabilities. Often, obstacles stop people with disabilities from doing the kinds of things most of us take for granted. We call these obstacles **barriers to accessibility** and in understanding that customers with disabilities may have different needs we need to find the best way to assist them.

The Club is committed to address Customer Service Standards that will comply with the Act's requirements and with the Human Rights Code.

1. Provision of goods and services to persons with disabilities
2. The use of Assistive Devices by persons with disabilities
3. The use of Service Animals by persons with disabilities
4. The use of Support Persons by persons with disabilities
5. Notice of Service or Facilities Disruptions
6. Employee training
7. feedback process regarding the provision of goods and services to persons with disabilities
8. Notice of Availability and format of Documents

The GENERAL PRINCIPLES outlined in the AODA and under the Human Rights Code are as follows:

Dignity: Goods and services must be provided in a manner that is respectful to persons with disabilities and does not diminish the person's importance;

Independence: Accommodating a person's disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services;

Integration: Persons with a disability can access all goods and services. This may require alternative formats and a flexible approach. It means inclusiveness and full participation. This is a fundamental human right;

Equal Opportunity: Services are provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

This policy applies to the delivery of all services in the Province of Ontario by any means, including in person, by telephone, electronically, by mail, visually, verbally or by written means.

The policy applies to all University Club employees and contingent workers, agency or independent contractors or third party employees. The University Club is committed to serving all individuals including persons with disabilities and will carry out its functions and responsibilities to ensure that policies, procedures and practices are consistent with the general principles.

TRAINING & PROCEDURES

To create awareness and ensure compliance, AODA and Human Rights training is mandatory for all employees and contingent workers in Ontario. Managers and senior leadership are responsible for ensuring that all employees and contingent workers comply with this policy.

Training shall include

- the purpose of the *Accessibility for Ontarians with Disabilities Act*
- an overview of the [requirements of the customer service standard](#)
- your organization's policy on providing accessible customer service
- how to interact with people with various types of disabilities
- how to interact with people who use an assistive device or require the assistance of a service animal or support person
- information on how to use any equipment or devices available in your organization to help provide goods, services or facilities to people with disabilities (for example, screen readers, lifts, TTY phone line)
- what to do if a person with a disability is having difficulty accessing your organization's goods, services or facilities
- the accessibility standards and the *Ontario Human Rights Code* as it relates to people with disabilities
- changes to accessible customer service policies

The Province of Ontario has a useful tool for learning how to implement the AODA requirements and employees are to complete the online tool at the following link:

[**https://www3.ohrc.on.ca/en/learning/working-together-code-and-aoda/certificate-version**](https://www3.ohrc.on.ca/en/learning/working-together-code-and-aoda/certificate-version)

All new employees and contingent workers are required to review this link and read the Club's policies and procedures within 45 days of their start date. In addition, all employees and contingent workers will be required to receive additional training should it be deemed that there are material updates to the course and/or the legislation.

Types of disabilities and the impact it may have:

- Vision - sight
- Hearing - sound
- Physical - mobility

- Intellectual - understanding
- Developmental - reasoning
- Learning – reading, writing, understanding
- mental health – state of mind
- speech or language - communication
- deaf-blind

Bear in mind that disabilities vary. A person with a hearing disability may be hard of hearing or completely deaf. A person with a vision impairment may have low to nil vision. A disability can happen to anyone at any time. Some people are born with a disability. For others, the disability happens because of an illness or an accident. Sometimes it's because the person is getting older. In fact, as the population ages, many of us may eventually face some kind of limitation.

Some of the tools to assist the handicapped may include a physical device such as a wheelchair or scooter or frame for those whose mobility is challenged, a hearing aid for the deaf or a white stick for those who have lost partial or total vision. Some people with physical disabilities or who are prone to epileptic seizures may have a trained dog to help them in their daily lives.

If a person with a disability comes to the Club with a dog trained for this purpose, we will always accommodate them, whether it is in a dining room or an overnight guest room. Do not distract the dog by petting it – this is a working dog that must be alert to its owner's needs at all times.

Here are some words and phrases to use and to avoid.

Don't use	Use
• The aged	• Seniors
• The elderly	
• The blind	• A person who is blind
• The visually impaired	• A person with vision loss
• Brain damaged	• A person with a brain injury • A person with an acquired brain injury
• Confined to a wheelchair	• A person who uses a wheelchair
• Wheelchair	

Every person that comes to the Club will have different needs and thus every situation needs to be dealt with in an appropriate manner.

Below you will find the protocol on how to handle those members/guests who need assistance with manoeuvring around The University Club of Toronto.

Accessibility

The Building as a whole is accessible, but due to its historical designation does not have permanent ramps in place. Portable ramps are used for purposes of accessing the building and accessing some areas with steps within the building such as on the second floor dining room. The Club provides washrooms that are handicapped accessible on the basement, first and second floor, and Room 7 on the accommodations floor is also handicapped accessible.

The University Club will train current and future employees and contingent workers in the assistance for persons using assistive devices and technologies. It should be noted that the provision, use and safety of personal assistive devices and technologies are the responsibility of the person with a disability.

Front Door – (Main Entrance)

- Ensure that the ramp is placed outside at the foot of the stairs if the person is in a wheelchair or four wheeled scooter
- Inquire if any assistance is required, if so assist accordingly
(i.e. Help push the wheelchair up the ramp, or help take their walking frame up the stairs for them once they are safely holding onto the handrail and have the frame ready for them to hold onto once they reach the top step. Ask if they would like assistance to hold your arm going up the stairs or if they prefer to use the handrail alone)
- Once in the building please ensure that the member/guest are aware of the following:
 - Location of the elevator
 - Emergency exit
 - Location of the wheelchair accessible washrooms on all floors

Second Floor – (Library & Main Dining Room)

- Meet the member/guest on the second floor
- Ensure the ramp is set up securely at the bottom of the stairs to the Main Dining Room. Place a non slip mat underneath the bottom of the ramp so it cannot move
- Inquire if any assistance is required, if so assist accordingly
(i.e. Help push the wheelchair up the ramp)
- Again, point out the washroom and the elevator

Bedroom Rooms – (Third Floor)

- Room number **7** is the only room that is wheelchair accessible
- It is equipped with hand bars in the bathroom as well as a shower that can be rolled into with a wheelchair

In case of an emergency

Be aware that anyone in the building with a disability is going to need assistance to get out if there is a fire or other emergency. Ensure that you designate someone to assist the individual personally, to lead them out of the building. Elevators are usually shut down in the event of fire and you would need to alert fire personnel if you have someone in a wheelchair who needs to be evacuated.

Remember: someone who is profoundly deaf will not be aware that the fire alarm is sounding, so please ensure that you send someone to evacuate them early on.

Service Animals

Under the AODA Act, an animal is a service animal for a person with a disability

- a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service animals may accompany the individual with a disability wherever they go in the Club. There may be circumstances where the health and safety of another person is a risk when allowing a service animal into the dining room, for example where someone has severe allergies to animals or in an environment where machinery or other equipment is located that may not be safe for an animal. In these situations we will accommodate the individual with a disability by providing an alternative where possible, such as an alternate dining room or delivery of service at an alternative time or location.

Support Persons

Under the AODA Act a Support Person means, with relation to a person with a disability, another person who accompanies the individual in order to help with communications, mobility, personal care or other medical needs or with access to goods or services.

The University Club will welcome any person with a disability who is accompanied by a support person. Support persons are permitted entry to events without charge unless they take part in a meal or consumption of services which require a fee, in which case the appropriate charge will be levied. Individuals with support persons are requested to inform relevant persons of their participation or attendance.

Notice of Service or Facilities Disruptions

In the event that temporary service or facility disruptions occur that would limit persons with disabilities from gaining access to parts of the Club, the front desk personnel will post a notice conspicuously and appropriately at the location of the disruption. The Club will ensure that all front desk personnel are aware if there is someone in the building who may require assistance, including any temporary staff during regular staff meal breaks.

A person with a disability will require notice, in advance wherever possible, of any service disruption or facility disruption. For example, a person with a disability will need to know if the elevator is to be taken out of service for maintenance and must be advised in person.

Feedback Process

Feedback about the delivery of the Club's services to persons with disabilities is welcomed as it may identify areas that require change and assist in continuous service improvement. Such feedback may be provided by completing the online feedback form on the Club website. Feedback may also be provided by email to GM@UClubToronto.com or in person to the General Manager of the Club or by fax at 416-597-8994.

Availability of Documents

All documents required by the Accessibility Standards for Customer Service, including the Club's AODA policy, notices of temporary disruptions, training and training records and feedback processes are available to Club members upon request subject to the Freedom of Information and Protection of Privacy Act.

A copy of the Club's policy for accessibility will be available at the Front Desk.

This document was last updated: January 2026.

FEEDBACK on your visit to the University Club of Toronto

Thank you for visiting the University Club of Toronto.

Your patronage is important to us, as is your feedback on your experience. If you would like to make any comments, suggestions or advice for improvement, please complete the form below and forward it to membership@universitycluboftoronto.com or fax it to 416-597-2994.

Date & purpose of visit:

Area/s of Club visited:

Please provide any comments about your visit that you would like to share with us:

Did you find the staff helpful and responsive?:

Do you have any advice that would help us improve our services in future?

Please provide contact details so we may get back to you!

