

Accessible Customer Service Policy

Intent

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (the "Act") is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. There are five standards set out under the Act, all of which will be implemented by the year 2025. These standards include: customer service, transportation, information and communications, built environment and employment.

The Accessibility Standards for Customer Service ("the Standard") has been established under the Act to ensure goods and services are, where at all possible, equally accessible to every member of the public.

We at the Richmond Hill Golf Club ("RHGC") strive to make our services accessible to persons with disabilities. The objective of this policy (the "Policy") is to ensure we meet the requirements of the Standard and promote its underlying core principles of dignity, independence, integration and equal opportunity described below.

Scope

All employees, contractors, agents and volunteers who work on behalf of RHGC and deal with members of the public or other third parties are expected to conduct themselves in accordance with this policy.

- a) Accessible Practices for Customer Service apply to the provision of goods and services by RHGC but they do not apply to the goods themselves.
- b) Accessible Practices for Customer Service apply to employees, contractors, agents, volunteers, and any other person who deals with the public or other third parties on behalf of RHGC, including when the provision of goods and services occurs off RHGC's premises.
- c) Accessible Practices for Customer Service shall also apply to all persons who participate in the development of RHGC's policies, practices and procedures governing the provision of goods and services to customers, members of the public or third parties.

Definitions

Assistive Device - is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability - the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation,
- lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Guide Dog - is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal - as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

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

Service Dog - as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person - as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Core Principles

RHGC will make every effort to ensure that this policy and related practices and procedures are consistent with the following four core principles:

Dignity:

Persons with disabilities must be treated as valued guests as deserving of service as any other guest.

Equality of Opportunity:

Persons with disabilities should be given an equal opportunity to obtain, use and benefit from RHGC's goods and services.

Integration:

Wherever possible, persons with disabilities should benefit from RHGC's goods and services in the same place and in the same or in a similar manner as any other guest. In circumstances where integration does not serve the needs of persons with disabilities, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.

Independence:

Goods and services must be provided in a way that respects the independence of persons with disabilities. To this end, RHGC will always be willing to assist persons with disabilities but will not do so without express permission.

General Principles

In accordance with the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*, this policy addresses the following:

- A. The Provision of Goods and Services to Persons with Disabilities;
- B. The Use of Assistive Devices
- C. The Use of Guide Dogs, Service Animals and Service Dogs
- D. The Use of Support Persons
- E. Notice of Service Disruptions
- F. Customer Feedback
- G. Training
- H. Notice of Availability and Format of Required Documents

A. The Provision of Goods and Services to Persons with Disabilities

RHGC 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:

- ensuring that all customers receive the same value and quality;
- allowing customers with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- using alternative methods when possible to ensure that customers with disabilities have access to the same services, in the same place and in a similar manner;
- taking into account individual needs when providing goods and services; and
- communicating in a manner that takes into account the customer's disability.

B. Assistive Devices

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services (i.e.: if a person with an assistive device is approaching our working area a RHGC designate will ensure the building entrance is clear so that they can safely enter / exit the building).

C. Guide Dogs, Service Animals and Service Dogs

Persons with a disability may be accompanied by guide dog, service animal or a service dog. RHGC will ensure that the public and service dogs can safely utilize a building entrance to access the good or service of our client.

D. Support Persons

RHGC will ensure that persons with a disability that are accompanied by a support person can safely utilize a building entrance to access the good or service of our client.

E. Notice of Disruptions in Service

In the event that our work will interfere with a building entrance where the general public may require access, we will ensure that such disruptions are communicated in advance with an alternate entrance provided. Such notifications will be forwarded to our client if needed, caution tape with appropriate alternate method to enter/ exit the building in a safe manner. In all cases, RHGC will ensure that such disruptions are minimized.

F. Feedback Process

An opportunity to provide feedback may be offered by person with disabilities who are utilizing the services at RHGC. Feedback can be provided either verbally, written or alternate means through technology.

G. Training

Training will be provided to:

- a) employees, contractors and vendors that may work with the public and,
- b) those who are involved in the development and approval of customer service policies, practices and procedures for RHGC.

Training Provisions

As reflected in *Ontario Regulation 429/07*, regardless of the format, training will cover the following:

- A review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*.
- A review of the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07*.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
 - use assistive devices;
 - require the assistance of a guide dog, service dog or other service animal; or
 - require the use of a support person

Training Schedule

RHGC will provide training as soon as practicable. Training will be provided to employees, contractors, agents and volunteers who may deal with the public or act on our behalf. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

Record of Training:

RHGC will keep a record of training that includes the dates training was provided and the number of employees who attended the training. This information will be recorded on a Record of Training form.

H. Notice of Availability and Format of Required

Feedback Procedure:

Feedback can be made by completing a Comment Card, sending an email, calling our Proshop or directly speaking to the Club Director/Manager on duty. All feedback will be directed to the Club Director and RHGC will make all reasonable efforts to address concerns or complaints immediately.

RHGC welcomes and appreciates feedback regarding this policy and its implementation. Feedback can be provided in the following ways:

- 1) In person
- 2) By telephone at (905) 889-4653
- 3) In writing through our Proshop (main desk)
- 4) Through email on our website: www.richmondhillgolf.com

Documentation to be made available

This policy is made available to any member of the public upon request. This policy will also be posted on RHGC's website online.

Format of Documents

RHGC will provide the information required to be provided under the standard to persons with disabilities in a format that takes into account the person's disability.

Referenced Documents:

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Blind Person's Rights Act, 1990
- Dog Owners' Liability Act, Ontario
- Health Protection and Promotion Act, Ontario Regulation 562
- Ontario Human Rights Code, 1990