

The National Golf Club of Canada Accessible Member/Guest Service Policy

Purpose

This policy is intended to meet the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*. It applies to the provisions of goods and services to members, guests and other third parties.

Scope

In accordance with the *Accessibility Standards for Customer Service, O. Reg. 427/07*, this policy addresses the following:

- a) The provision of goods and services to persons with disabilities;
- b) The use of assisted 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; and
- h) Notice of availability and format of required documents

A. Provision of Goods and Services

The National Golf Club of Canada 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 members/guests receive the same value and quality;
- allowing members with disabilities to do things in their own ways, at their own pace when accessing goods and services, if this does not present a safety risk;
- using alternative methods when possible, to ensure that members/guests with disabilities have access to the same services, in the same place, and in a similar manner;
- considering individual needs when providing goods and services; and
- communicating in a manner that considers the member's/guest's disability

B. Assistive Devices

Persons with disabilities can use their own assistive devices as required when accessing goods or services provided by The National Golf Club of Canada.

In cases where the assistive device presents a safety concern (i.e. oxygen tank and an open flame) or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

To assist individuals in accessing other floors on the premise, we have an elevator which is located by the Locker Room staircase on the main level.

C. Guide Dogs, Service Animals and Service Dogs

Any member/guest with a disability that is accompanied by a guide dog, service animal or service dog will be allowed access to the premise with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by the law. If the animal is excluded by law from the premises, The National Golf Club of Canada will ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the goods and services provided.

The member/guest that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times. If it is not clear that the animal is used by the person for reasons relating to his or her disability, The National Golf Club of Canada may request verification in the form of one of the following:

- A letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog or service animal training school

D. Support Persons

If a member/guest with a disability is accompanied by a support person, The National Golf Club of Canada will ensure that both persons can enter the premises together and that the member or guest is not prevented from having access to the support persons while on the premises.

In situations where confidential information might be discussed, consent will be obtained from the member/guest, prior to any conversation where confidential information might be discussed.

There will be no charge to any support person that accompanies a member or guest.

E. Notice of Service Disruptions

In the event of a planned or unexpected disruption to services or facilities, The National Golf Club of Canada will notify its members/guests promptly. Notice of the disruptions will be posted in a conspicuous place on the premises, on the website and/or any other reasonable way. The following information will be included:

- The goods or services that are unavailable
- The reason for the disruption
- Its anticipated duration
- A description of alternative facilities or services

F. Feedback

The goal of The National Golf Club of Canada is to meet and surpass Member expectations while serving members/guests with disabilities. Feedback on services given to customers with disabilities are welcomed and appreciated. Feedback can be submitted to either:

Rob Roxborough, Executive Director
134 Clubhouse Road
Woodbridge, ON, L4L 2W2
(416) 798-4900 ext. 235
rr Roxborough@nationalgolf.ca

Holly McQuarrie, Human Resources Manager
134 Clubhouse Road
Woodbridge, ON, L4L 2W2
(416) 798-4900 ext. 221
hmcquarrie@nationalgolf.ca

Members/guests who wish to provide feedback in person can do so with any manager on duty, who will then forward the feedback to the Human Resources Manager. Feedback will be acknowledged within two (2) business days, along with any resulting actions based on concerns or complaints that were submitted.

G. Training

The National Golf Club of Canada will ensure that all employees, volunteers and others who deal with the public or other third parties on their behalf are trained about the provision of goods and services to persons with disabilities. In accordance with the *Ontario Regulation 429/07*, 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, O. Reg 429/07*;
- How to interact and communicate with persons with various types of disability;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- How to use equipment or devices on the premises that may help people with disabilities; and
- What to do if a person with a disability is having difficulty accessing the providers goods or services

Training will be provided as soon as practicable and will be revised and redelivered in the event of any changes to legislation procedures and/or practices.

The National Golf Club of Canada will keep a record of training that includes the name of employees receiving the training and the completion date.

H. Notice of Availability of Documents

The National Golf Club of Canada will notify members/guests that the documents related to the *Accessibility Standard for Customer Service* are available upon request and in a format, that takes into account the member/guest's disability. Notification will be posted in a conspicuous place on the premises, on the website, and/or any other reasonable way.

Administration

If you have any questions or concerns about this policy or its related procedures please contact:

Holly McQuarrie
Human Resources Manager
(416) 798-4900 ext.221
hmcquarrie@nationalgolf.ca