



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
rroxborough@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



Statement of Commitment and Multi-Year Accessibility Plan

The National Golf Club of Canada is committed to ensuring that all Members and guests, including people with disabilities have a world-class experience. We are dedicated to providing people with disabilities the same opportunity to access our goods and services in a way that respects the dignity and independence of people with disabilities.

As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). The Club will carry out our legal functions and responsibilities in the following areas: Communications, Assistive Devices, Support Persons, Service Animals, Notice of Temporary Disruptions, Employee Training, Feedback and Modifications. For more detailed information, please refer to the [Accessible Member Service Policy](#) for The National Golf Club of Canada.

General Requirements		
Requirement	Planned Action	Compliance Date
Accessibility Policy	<p>The National Golf Club of Canada will develop, implement and maintain policies governing how we achieve or will achieve accessibility through meeting the requirements in the IASR.</p> <p>The policy will be publicly available on the Club's website, on the premises and we will provide the policy in alternative formats upon request.</p>	January 1, 2014
Multi-Year Accessibility Plan	<p>The National Golf Club of Canada will establish, implement, maintain and document a multi-year accessibility plan outlining a strategy to prevent and remove barriers.</p> <p>The policy will be publicly available on the Club's website, on the premises and we will provide the policy in alternative formats upon request.</p>	January 1, 2014
Self-Serve Kiosks	<p>The National Golf Club of Canada will make every reasonable effort to incorporate accessibility features when designing, procuring or acquiring self-serve kiosks.</p> <p>The Club currently doesn't have any self-serve kiosks.</p>	January 1, 2014

Training	<p>The National Golf Club of Canada will provide training on the requirements of the Integrated Accessibility Standards Regulation and on the Human Rights Code as it pertains to persons with disabilities to the following:</p> <ul style="list-style-type: none"> ➤ All employees and volunteers; ➤ All persons who participate in developing the organizations policies; and ➤ All other persons who provide goods, services or facilities on behalf of the organization <p>The Club will maintain a record of training that identifies the name of all employees trained and the date of completion. Re-training will occur when there are changes to the accessibility policies.</p>	January 1, 2014
----------	---	-----------------

Information and Communication Standard

Requirement	Planned Action	Compliance Date
Feedback	<p>The National Golf Club of Canada will modify its current feedback process or put in place a process for receiving and responding to feedback that ensures it is accessible to persons with disabilities.</p> <p>The Club will provide or arrange for the provision of accessible formats and communication supports, upon request, and in a timely manner. In addition, we will notify the members about the availability of said formats and communications.</p>	January 1, 2015
Accessible Formats and Communication Supports	<p>The National Golf Club of Canada shall, upon request, provide or arrange for the provision of accessible formats and communications supports for persons with disabilities:</p> <ul style="list-style-type: none"> ➤ In a timely manner that considers the person's accessibility needs due to disability; and ➤ At a cost that is no more than the regular cost charged to other persons <p>The Club will consult with the person making the request.</p>	January 1, 2016
Emergency Procedure, Plans or Public Safety Information	<p>The National Golf Club of Canada, in cooperation with the Joint Health and Safety Committee, will assess our emergency procedures for barriers to persons with disabilities during an emergency.</p> <p>Procedures will be updated to make sure their needs can be met during an emergency and upon request, our emergency procedure can be provided in an accessible format or communication support.</p>	January 1, 2012

Accessible Websites and Web Content	<p>The National Golf Club of Canada, in cooperation with our IT support and Web Designer, will make our internet and intranet websites and web content conform with the Web Content Accessibility Guidelines (WCAG) 2.0, at Level A.</p> <p>The Club will comply with WCAG 2.0, at Level AA (excluding live captioning and audio descriptions)</p>	<p>January 1, 2014</p> <p>January 1, 2021</p>
-------------------------------------	--	---

Employment Standards

Requirement	Planned Action	Compliance Date
Recruitment, Assessment or Selection process	<p>The National Golf Club of Canada will communicate to its employees and the public about the availability of accommodation for applicants with disabilities in our recruitment process.</p> <p>In addition, we will notify applicants selected in the hiring process that accommodations are available upon request and consult with the applicant regarding necessary accommodations.</p>	January 1, 2016
Documented Individual Accommodation Plans	<p>The National Golf Club of Canada will develop and have in place a written process for the development of documented individual employees, and will include the following elements:</p> <ul style="list-style-type: none"> ➤ Employee participation in the developments of the individual accommodation plan ➤ How the employee is assessed on an individual basis ➤ How the employer can request an evaluation from a third party, at the employer's expense, to assist in the accommodation ➤ How the employee can request the participation of a rep from their workplace, in the development of the accommodation plan ➤ The steps taken to protect the privacy of the employee's personal information ➤ The frequency with which the individual accommodation plan will be reviewed and updated and the way it will be done ➤ If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee ➤ The means of providing the individual accommodation plan in a format that considers the employee's accessibility needs due to disability 	January 1, 2016

Return to Work Process	<p>The National Golf Club of Canada will develop and have in place a return to work process that will:</p> <ul style="list-style-type: none"> ➤ Outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and ➤ Use documented individual accommodation plans 	January 1, 2016
Performance Management, Career Development, Advancement and Redeployment	The National Golf Club of Canada will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process	January 1, 2016

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