



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

Customer Service Standards and Integrated Accessibility Standards Policy for People with Disabilities

INTENT

The Toronto Golf Club (the Club) is committed to providing consistently high service standards for all members, employees, guests, and visitors.

This policy meets the requirements of the customer service standards, included in the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

ACCESSIBLE FORMATS

Upon request, and in accordance with the compliance schedule set out in the Ontario Regulations 191/11, the Club will provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in a timely manner. The Club will consult with the person making the request in determining the suitability of an Accessible Format or Communication Support.

For the purpose of this Policy, “Accessible Formats” may include, but are not limited to large print, recorded audio, and electronic formats. Braille and other formats usable by people with disabilities. “Communication Supports” may include, but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

DEFINITIONS

For the purpose of this Policy, “disability” is defined as follows:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect, or illness and, without limited 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.

PROVISION OF GOODS AND SERVICES TO PERSONS WITH DISABILITIES

The Toronto Golf Club 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;

- Allowing people with disabilities to do things in their own ways, at their own pace when accessing goods and services, if this does not present a health and safety risk.
- Using alternative methods when possible, to ensure that people with disabilities have access to the same services, in the same place and in a similar manner.
- Considering individual accommodation needs when providing goods and services; and
- Communicating in a manner that takes into account the disability.



SERVICE ANIMALS AND SUPPORT PERSONS

The Toronto Golf Club welcomes people with disabilities in ways that take into account their disability.

- A service animal for a person with a disability if the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- The person provides documentation from a member of one of the regulated health professional colleges confirming that the person required the animal for reasons relating to the disability.
- Service animals are allowed on the parts of our premises that are open to the public including food service areas.
- If a health and safety concern presents itself, the Club will make all reasonable efforts to meet the needs of all individuals. Pursuant to the company's obligations under the Human Rights Code and the Occupational Health and Safety Act, accommodation needs will be considered on a case-by-case basis, up to the point of undue hardship.

The Club may require a person with a disability to be accompanied by a support person while on the premises, only if a support person is necessary to protect the health or safety of the person with a disability or others on the premises.

Access fees to Club events for a support person that accompanies a member or guest with a disability will be waived. However, consumption charges for the support person (e.g., food or beverage) will be billed to the member. If confidential information needs to be shared, consent will be obtained from the member or guest, prior to any conversation.

ASSISTIVE DEVICES

Persons with disabilities may use their own assistive devices as required when accessing goods or services provided by the Club.

In cases where the assistive device presents a health and safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services, up to the point of undue hardship.

Premises are accessible and allow the use of assistive devices, including but not limited to:

- Wheelchairs
- Walkers
- White Canes
- Note taking devices
- Portable magnifiers
- Recording machines
- Assistive listening devices
- Personal oxygen tanks
- Devices for grasping



NOTICE OF TEMPORARY DISRUPTION

Service disruptions may occur for reasons that may or may not be within the control or knowledge of the Club. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice. In some circumstances, such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

Notice of disruption of goods and services will be clearly posted and will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be placed at all members accessible entrances.

STAFF TRAINING

The Club will provide training to all employees, this training will be provided to all new and existing employees on an annual basis. The training will include but is not limited to;

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the customer service standards.
- 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 an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing the Club premises.
- Policies, procedures, and practices of the Club pertaining to providing accessible customer service to customers with disabilities.
- The Club will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

This Policy, procedures, updates, and changes will be posted on our communication boards.

FEEDBACK PROCESS

The Club will provide individuals with disabilities the opportunity to provide feedback on the services provided. Comments on how well the Club is meeting those expectations are welcome and appreciated. Feedback about this Policy and/or its implementation can be submitted to:

Contact Name: Neil Rooney
Email: nrooney@torontogolfclub.com
Telephone: 905-278-5255
Mailing address: COO
1305 Dixie Rd.
Mississauga, On
L5E 2P5

NOTICE OF AVAILABILITY

The Club will notify the public that documents related to the customer service standards are available upon request and in a format that considers the customer's disability. Notification will be given by posting the information in the following location(s).

- On TGC website
- Communication Boards



WEBSITE

The Club will ensure that our website, including web content, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WSAG) 2.0, at Level AA.

- Train in-house web designer or secure services of web designer that is knowledgeable of accessibility.
- Assess accessibility of existing website organization and content.

EMPLOYMENT STANDARDS

The Club is committed to implementing fair and accessible employment practices. We have taken the following steps to notify the public and employees that, when requested, the Club will accommodate people with disabilities during the recruitment and assessment process and when people are hired. All hiring processes and documents will be available in different formats upon request. When making offers of employment, the Club will notify the successful applicant of its policies for accommodating employees with disabilities. The Club will continue to inform its employees of its policies used to support employees with disabilities, including policies on the provision of job accommodations that consider an employee's accessibility needs due to disability.

Upon the request of an employee with a disability, the Club will consult with the employee to provide, or arrange for the provision of accessible formats and communication. Including supports for information that is needed to perform their job, and information that is generally available to other employees. The Club will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and if the Club is aware of the need for accommodation due to the employee's disability.

The Club will maintain a written process for the development of documented individual accommodation plans for employees with disabilities. In addition, the plans will include individualized workplace emergency response information and will identify any other accommodation that is to be provided. The Club will maintain a documented return to work process for its employees who have been absent from work due to a disability and who require disability-related accommodations to return to work. The process outlines the steps the Club will take to facilitate the return to work and will include documented individual accommodation plans as part of the process.

ACCESSIBILITY STANDARDS FOR OUR FACILITIES

The Club will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Public spaces may include but not limited to,

- Outdoor paths of travel, ramps,
- Designated handicap parking spots
- Other service-related elements

The Club will put the following procedures in place to prevent service disruption to its accessible parts of its public spaces. In the event of a service disruption, the Club will notify our members, guests and employees of the service disruption and alternatives available.

For more information on this accessibility plan, please contact Neil Rooney, COO at:

Telephone: 905-278-5255

Email: nrooney@torontogolfclub.com