



Accessibility Policy

Accessible Customer Service Plan Providing Goods and Services to People with Disabilities

Royal Ashburn Golf Club is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Assistive devices on hand include:

- Wheelchair
- Elevator
- First aid kits
- Discretionary Flags for power carts
- Defibrillator

Staff: All of our staff must accommodate and assist any individual with any special request, or need regardless of whether the individual has a temporary or permanent disability.

Communication

We will communicate with people with disabilities in ways that take into account their disability

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.



Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

- Fees will not be charged for support persons unless the purchase is for the support persons own benefit.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Royal Ashburn Golf Club will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services if available. **Ex. Elevator is shut down.**

This notice will be placed at both entrances of the elevator up and down.

Training

Royal Ashburn Golf Club will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

All of our staff will be advised on how to deal with disabilities within 2 weeks of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with disabilities Act, 2005 and the requirements of the customer service standard.
- Royal Ashburn Golf Clubs plan related to the customer service standard.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use and where to find assistive devices
- What to do is a person with a disability is having difficulty in accessing Royal Ashburn Golf Clubs goods and services.



Feedback Process

Customers who wish to provide feedback on the way Royal Ashburn Golf Club provides goods and services to people with disabilities can **call or email Dave Paterson at 905-213-1008, or dpaterson@royalashburngolfclub.com**

All feedback, including complaints, will be handled by Dave Paterson and should be brought to his attention. Any positive or negative feedback will be dealt with within 48 hours of notification.



Notice of Availability

Royal Ashburn Golf Club will notify the public that our policies are available upon request by contacting Dave Paterson by phone or email.

Modifications to this or other Policies.

Any policy at Royal Ashburn Golf Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.