



MEADOWBROOK GOLF CLUB CUSTOMER SERVICE POLICY

Statement of Organizational Commitment

Meadowbrook strives at all times to provide services in a manner that respects the dignity and independence of persons with disabilities. We are committed to excellence in serving all of our members and guests including persons with disabilities. It is Meadowbrook's policy that its' environment be free from barriers, discrimination and harassment as defined by the Ontario Human Rights Code.

Meadowbrook is meeting its current and ongoing obligations under both the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Meadowbrook understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities. Communication takes into consideration a person's disability and Meadowbrook supports the use of assistive devices. We will work with the person with a disability to determine what method of communication works for them. All employees who deal with members and guests are trained on the AODA and the requirements of the Customer Service Standards.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- all persons who participate in developing the organization's policies; and
- all other persons who provide goods, services or facilities on behalf of the organization
- our employees and volunteers on accessibility as it relates to their specific roles.

Training includes:

- purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards
- our policies related to the Customer Service Standards
- how to interact and communicate with people with various types of disabilities
- 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 the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These include our wheelchair and our wheelchair ramp
- what to do if a person with a disability is having difficulty in accessing our organization's goods, services or facilities.

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

We maintain records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Meadowbrook has a wheelchair and a ramp to assist members and guests in accessing our goods and services. Our staff are trained and are familiar with these assistive devices that may be used by members and guests with disabilities.

Communication

We communicate with people with disabilities in ways that take into account their disability. This may include the following:

- Using pen and paper
- Increase font size to make viewing easier
- Utilizing voice to text

We will work with the person with disabilities to determine what method of communication works for them.

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 and third parties.

When we cannot easily identify that an animal is a service animal, our staff may ask for documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

A regulated health professional is defined as a member of one of the following colleges:

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

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.

If a fee or fare is normally charged to a customer for accessing your goods, services or facilities, the fee will not be charged for support persons.

We notify customers of this by posting a notice on our website, in the Pro Shop and also in the Clubhouse.

In certain cases, Meadowbrook Golf Club might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Meadowbrook Golf Club will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises.

If Meadowbrook determines that a support person is required, we will waive the admission fee or fare (if applicable) for the support person.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Meadowbrook Golf Club will notify customers promptly. This clearly worded 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.

Services/Facilities may include golf course closure and food service disruption.

The notice will be made publicly available via our website.

Self-service Kiosks

We will incorporate accessibility features/consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

Information and Communications

We have a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request.

We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- in a timely manner, taking into account the person's accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons.

We will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- an explanation as to why the information or communications are unconvertible; and
- a summary of the unconvertible information or communications.

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- information that is needed in order to perform the employee's job; and
- information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- when the employee moves to a different location in the organization;
- when the employee's overall accommodations needs or plans are reviewed; and
- when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

Design of Public Spaces

We will meet accessibility laws when building or making major changes to public spaces.

Our public spaces include:

- Outdoor public eating areas like rest stops or picnic areas
- Accessible off-street parking
- Service-related elements like service counters and waiting areas

We put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

Changes to Existing Policies

Any policies of Meadowbrook Golf Club that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.

Notice of Availability of Documents

Meadowbrook Golf Club notifies the public that documents related to accessible customer service, are available upon request by posting a notice on our website.

Meadowbrook Golf Club will provide these documents in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Feedback Process

Meadowbrook Golf Club welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Members and guests who wish to provide feedback on the way that we provide services to persons with disabilities can do so using the contact information below. Feedback will be given serious consideration and will be responded to within five (5) business days.

Meadowbrook Golf Club ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.

This document is publicly available. Accessible formats are available upon request.

Contact Information

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