

## ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

This policy is intended to meet the requirements of Accessibility Standard for Customer Service, Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act 2005.

### STATEMENT OF COMMITMENT

The Royal Ashburn Golf Club is committed to providing excellent customer service. We are committed to serving ALL people in a way that allows them to maintain their dignity and independence and to give everyone, including those with a disability an equal opportunity to access our goods and services.

The Ontario Human Rights defines a disability as follows:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting 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,
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d. a mental disorder, or
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

### COMMUNICATION

We will communicate with people with disabilities in ways that take into account their disability. We will seek their advice on how we can best assist them in acquiring our goods and services. Forms of communication may include writing, verbal, use of pictures, telephone, e-mail or online.

### ASSISTIVE DEVICES

People with disabilities may use their own personal assistive devices when accessing our goods or services. In cases where the assistive device presents a safety concern or may not be permitted for other reasons we will work with our customer to find a resolution.

## SERVICE ANIMALS

Service animals are welcomed by our establishment and are allowed on our premises in areas that are open to the public unless excluded by law. Please note that service dogs are the only service animal allowed in our food service area due to the Health Protection and Promotion Act, Ontario Regulation 562 Section 60. It is the responsibility of the customer to care for and control their service animal at all times. The Royal Ashburn reserves the right to ask for supporting documentation with regards to a service animal. Supporting documentation may include a physician's note or a recognized service animal training school certificate.

## SUPPORT PERSON

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Consent from the customer is needed before any confidential information is discussed in presence of a support person.

Fees will not be charged for support person pertaining to golf providing they themselves are not golfing. Any other purchases are the responsibility of customer or their support person.

## NOTICE OF TEMPORARY DISRUPTION

The way The Royal Ashburn Golf Club will notify customers of a temporary disruption of service will depend on the nature of the problem. The notice will state reason for disruption, the anticipated length of disruption and alternative means of meeting our customer's needs. Forms of notification may include signs, posting on website, email or telephone call.

## TRAINING

The Royal Ashburn Golf Club provides training for our employees and volunteers on Ontario's Accessibility laws and on the Human Rights Code as it relates to people with disabilities. A copy of our Training Guide is located in our front office.

Training includes:

1. Purposes of the Accessibility for Ontarians with Disability Act,2005 and the requirements of the customer service standard.
2. How to interact and communicate with people with various types of disabilities.
3. How to interact and communicate with people with disabilities who use an assistive device or require the assistance of a service animal or support person.
4. The Royal Ashburn's policies related to the customer service standard.
5. What to do if a person with a disability is having difficulty accessing our goods or services.
6. Staff will also be trained when changes are made to our accessible customer service policy.

## FEEDBACK PROCESS

Customers who wish to provide feedback on the way we provide goods or services to people with disabilities can do so in the following ways:

- In person
- By telephone
- In writing
- E-Mail

All feedback can be directed to:

Scott Paterson  
905-686-1121  
Royal Ashburn Golf Club  
995 Myrtle Rd West  
Ashburn ON L0B 1A0  
[info@royalashburngolfclub.com](mailto:info@royalashburngolfclub.com)

Customers can expect to hear back in a timely manner from when feedback has been received.