

## ACCESSIBILITY FOR ONTARIANS WITH A DISABILITY SERVICE POLICY

### Purpose and Scope:

The Accessibility for Ontarians with Disabilities Act (AODA) is a Provincial Legislation with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities accommodation, employment, buildings, structures and premises on or before January 1, 2025.

This policy is in accordance with the Accessibility Standards for Customer Service Ontario Regulation 429/07 and addresses the following:

- The provision of goods and services to persons with disabilities
- The use of assistive devices by persons with disabilities
- The use of service animals by persons with disabilities
- The use of support persons by persons with disabilities
- Notice of temporary disruptions in services and facilities
- Staff training
- Feedback regarding the provision of goods and services to persons with disabilities
- Notice of availability and format documents and meetings

### Our Mission:

The mission of Port Colborne Country Club is to provide and insure that our service and building meet the requirements and allows any persons with a disability to access our facility.

### Our Commitment:

In fulfilling our mission, Port Colborne Country Club strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other individuals.

### Providing Goods and Service to people with disabilities:

Port Colborne Country Club is committed to excellence in serving individuals including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### Communication

We will communicate with people that have disabilities in ways that take into account their disability. We will train staff who communicate with individuals on how to interact and communicate with people with various types of disabilities.

#### Telephone Services

We are committed to providing fully accessible telephone service to all individuals with we deal with. We will train our staff to communicate over the telephone in clear and plain language and to speak clearly and slowly, as might be required. We will offer to communicate with individuals by email, website if telephone communication is not suitable to their communication needs or is not available.

#### Assistive Devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services. We will ensure that our staff is trained with disabilities while accessing the services we provide.

#### Use of Service Animals and Support Persons

We are committed to welcoming people with disabilities who are by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all our staff and other dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal. We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Port Colborne Country Club's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person to be prevented from having access to his or her support person while on premises.

#### Notice of Temporary Disruption

Port Colborne Country Club will provide individuals with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances, service counters on our premises.

#### Training for Staff

Port Colborne Country Club will provide training to all employees and others who deal with the public. Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use assistive devices 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 Port Colborne Country Club's Services.
- Port Colborne Country Club's policies, practices and procedures relating to the customer service standard

#### Feedback

The ultimate goal of Port Colborne Country Club is to meet and surpass expectations while serving individuals with disabilities. Comments on our service regarding how well those expectations are being met are welcomed.

#### Modifications to the Policy

We are committed to developing disability service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of Port Colborne Country Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.