



ACCESSIBLE CUSTOMER SERVICE POLICY

Our Mission

Carrying Place Golf & Country Club (“Carrying Place”) is a private golf club that respects the traditions of the past while recognizing the need to adapt to the challenges of the future. We strive to achieve member satisfaction by providing top quality activities, services and facilities for the enjoyment of our members. We are committed to excellence in serving all customers which includes persons with disabilities. “Customers” are defined as: members, guests, suppliers, visitors and the general public.

Our Commitment

In fulfilling our mission, Carrying Place Golf & Country Club is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services in the same place and in a similar way as other customers.

Providing Goods and Services to Persons with Disabilities

Carrying Place Golf & Country Club is committed to excellence in serving all customers including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

- Communication – Carrying Place will communicate with persons with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with persons with various types of disabilities.
- Telephone – Carrying Place is committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with customers by email or written documents if telephone communication is not suitable to their communication needs or is not available.
- Assistive Devices – Carrying Place is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.
 - We will also ensure that staff receives training on how to use the following assistive device available on our premises for customers: wheelchairs.
- Billing – Carrying Place is committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in alternative formats upon request.

Use of Service Animals and Support Persons

Carrying Place Golf & Country Club is committed to welcoming persons with disabilities who are accompanied 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 staff, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal. Carrying Place Golf & Country Club is committed to welcoming persons 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 Carrying Place's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

The person with the disability must ensure that all expenses incurred by their support person, such as food and beverage, be paid. As guest fees are waived, the support person may only use the Club facilities to support the person with a disability as they utilize the Club.

Notice of Temporary Disruption

Carrying Place Golf & Country Club will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with disabilities. This clearly posted notice will include information about the reason for the disruption, the anticipated duration, and a description of alternative facilities or services, if available. The notice will be displayed prominently at the Front Desk Reception and on our Club website.

Training for Staff

Carrying Place Golf & Country Club will provide training to all employees, independent contractors, coaches, Board of Directors, volunteers and others who deal with the public or other third parties on their behalf.

In addition, training will be provided to new Cricket employees as part of their orientation training as soon as possible after their start date and on a continuing basis as required.

Training will include:

- a) The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- b) Information about Carrying Place's policies, procedures and guidelines pertaining to the provision of Club services to users with disabilities;
- c) How to interact and communicate with people with various types of disabilities;
- d) How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- e) How to use the equipment or assistive devices (wheelchairs) available at Carrying Place's premises;

f) What to do if a person with a disability is having difficulty in accessing Carrying Place's goods and services;

g) Staff will also be trained when changes are made to these policies, practices and procedures.

Feedback Process

The ultimate goal of Carrying Place is to meet and surpass expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Customers who wish to provide feedback on the way Carrying Place provides goods and services to persons with disabilities can: email, phone, write, or give a verbal description. Alternatively, you can leave a note, addressed to Steve Elliott, General Manager, in a sealed envelope at the Golf Shop desk. Customers can expect to hear back within 5 business days.

Steve Elliott, General Manager
selliott@carryingplace.com
905-727-5711 x101

Carrying Place Golf & Country Club
16750 Weston Rd.
King, Ontario L7B 0C7

Modifications to this or other policies

Carrying Place Golf & Country Club is committed to ensuring that our customer service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Any policy of Carrying Place that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy, or if the purpose of a policy is not understood, an explanation will be provided by:

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