

Carrying Place Golf & Country Club

Accessible Service Provision Policy

This policy may be available in alternate formats upon request.

1. Accessible Service Provision Statement:

Carrying Place Golf & Country Club's Accessible Service Provision Policy is intended to benefit the full range of persons with disabilities, as defined in the Ontario Human Rights Code and Accessibility for Ontarians with Disabilities Act 2005.

- Carrying Place Golf & Country Club strives at all times to provide goods and services in a way that respects the dignity and independence of persons with disabilities.
- Carrying Place Golf & Country Club is also committed to ensuring that persons with disabilities receive accessible goods and services of the same quality that others receive.
- Carrying Place Golf & Country Club is also committed to ensuring that to the extent possible, accessible goods and services are delivered in a timely manner.

2. Purpose:

This policy has been prepared to meet the compliance requirements of the Accessibility for Ontarians with Disabilities Act (AODA Customer Service Standard) and to articulate what people may expect from Carrying Place Golf & Country Club in regard to this standard. It reflects the values of Carrying Place Golf & Country Club and those specifically given expression in Carrying Place Golf & Country Club's *human rights policy, management and employee standards*.

Carrying Place Golf & Country Club believes that whether a person's disability is apparent or not, everyone should be treated with the same courtesy, made to feel welcome and have their needs respected whenever they interact with a service provided by the Club.

This Policy applies in conjunction with and should be read together with other policies that effect the provision of goods and services by Facility and Staff Members, Contractors, Volunteers and others who interact with individuals who wish to obtain, use or benefit from goods and services provided by Carrying Place Golf & Country Club.

3. Assistive Devices

Carrying Place Golf & Country Club is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from its goods and services.

Carrying Place Golf & Country Club will ensure that its employees know how to use assistive devices available in providing goods and services and inform individuals wishing to access these goods and services of the assistive devices that are available.

These assistive devices include:

Assistive Device	Location	Description for Use
Handicap Parking	Parking Spots in close proximity to the Clubhouse	

Handicap Washrooms	Main Floor – Ladies & Men Ladies' Locker Room	Handicap accessible facilities
AED Unit	Lower Level	Heart Defibrillation

4. Use of Service Animals and Support Persons

Service Animals and Support Persons are trained to perform specific functions and services to assist someone with a disability. For example, they may alert people to sounds, guide around obstacles, retrieve dropped articles, provide physical support or detect oncoming seizures. Service Animals and Support Persons may be used by people with any form of disability. Because of the nature of the services these animals and people perform, they typically accompany the user throughout their daily activities.

4.1 Service Animals

Persons with disabilities may bring their service animal on the parts of Carrying Place Golf & Country Club that are open to the public or other third parties. Carrying Place Golf & Country Club will ensure that all employees, volunteers and third parties dealing with the public are trained in how to interact with persons with disabilities who are accompanied by a service animal.

On rare occasions, a service animal may not be permitted an area of the premises consistent with other laws. In these instances, Managers will suggest appropriate alternatives and provide assistance.

The Health Protection and Promotion Act provides specific exception for service dogs in the Regulations regarding food premises, which otherwise exclude animals in places where food is served, offered for sale or sold. This means that service dogs are allowed into restaurants and food stores. Unfortunately, this exception is limited to dogs and does not apply to other kinds of service animals.

4.2 Support Persons

Any person with a disability who is accompanied by a support person will be allowed to enter areas open to the public or other third parties 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 Carrying Place Golf & Country Club's premises. Carrying Place will make decisions on a case by case basis to charge an admission fee for support persons accompanying a person with a disability. This Policy will be (1) Posted on the Carrying Place Golf & Country Club's website and (2) included in information where fees are published.

When support persons are required (i.e. sign language interpreters, real-time captioners, attendants) for Carrying Place Golf & Country Club sponsored meetings,

consultations or events, Carrying Place will work to facilitate payment arrangements for support persons.

5. Potential Barriers

Upon occasion there may be potential barriers or areas where accommodations for service may not be possible or where restrictions may exist. Such barriers may include but not be limited to, service animal access to food preparation areas or oxygen tanks where open flames may be present (i.e. candles). In such situations, Carrying Place Golf & Country Club will suggest alternatives or other helpful measures to offer other means of service and accessibility for the individual.

6. Communication

Carrying Place Golf & Country Club will communicate with persons with disabilities in ways that take into account, their disability. This means employees will communicate in a means that enables persons with disabilities to communicate effectively for purposes of using, receiving and requesting goods, services and facilities. Carrying Place Golf & Country Club will train staff who communicate with individuals wishing to access goods and services on how to interact with persons with various types of disabilities.

When possible, advanced notice for special service accommodations is recommended. However Carrying Place Golf & Country Club will develop and train on systems to provide the best and most reasonable accommodations for services where advanced notice is not provided.

7. Feedback Process

The ultimate goal of this Policy is to meet goods and service delivery expectations while responding to the requests of individuals with disabilities. Comments on how well Carrying Place Golf & Country Club is meeting those expectations are welcomed and appreciated. Feedback about this policy or its implementation can be submitted as follows:

Online at www.carryingplace.com

Telephone: (905) 727-5711

In person at our Main Office located at 16750 Weston Road, King, Ontario, L7B 0C7.

Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve services offered by Carrying Place Golf & Country Club. Feedback received will be redirected to an appropriate contact person in the relevant departments of Carrying Place Golf & Country Club. Where possible, complaints will be addressed immediately. However, some complaints may require more effort to address and must be reviewed for action, possibly involving a number of elements within Carrying Place Golf & Country Club. Individuals offering feedback can expect acknowledgement of that feedback within five (5) business days of its receipt. The acknowledgment will indicate how the matter will be addressed and when the

individual will be notified of the outcome. Carrying Place Golf & Country Club will follow up on any actions arising from the feedback and the timeframe for implementation will be provided as part of the notification of outcome. The feedback/response will be in a format that is accessible to the complainant.

8. Notice of Temporary Disruptions

Carrying Place Golf & Country Club will provide individuals wishing to access its goods and services with notice in the event of a planned or unexpected disruption in the facilities or services used by persons with disabilities. This notice will include information about the reason for the disruption, how long the disruption is expected to last and a description of any alternate facilities or services available (where applicable).

The notice will be placed at the main public entrance of the facility disrupted. Depending on the nature of the disruption, notice will also be provided on Carrying Place Golf & Country Club's website. This notice will be provided in accessible formats.

9. Training

Carrying Place Golf & Country Club will provide training about the provision of accessible goods and services to facility and staff members, contactors, volunteers and others who interact with people who wish to obtain, use or benefit from goods and services provided by Carrying Place Golf & Country Club. People accessing services include but are not limited to: Board of Directors, Members, Visitors, Contractors and Employees of Carrying Place Golf & Country Club. Training will also be provided to every person involved in the development of policies, practices and procedures regarding the provision of goods and services.

Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures. Training will be provided to each person as soon as practicable after he or she is assigned applicable duties.

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