

AODA POLICY (Accessibility Ontario Disability Act)

Pike Lake Golf Centre Limited has adopted this policy to meet the requirements of the *Accessibility Standards for Customer Service, Ontario Regulation 429/07* under the *Accessibility for Ontarians with Disabilities Act, 2005*, which applies to the provision of goods and services to the public or other third parties, not to the goods themselves.

Providing Goods and Services to People with Disabilities

Pike Lake Golf Centre Limited 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 goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers, i.e. working dog, support person, etc.

Definition of Disability includes:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness including, but not limited to: 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.
- A condition of mental impairment or a developmental disability.
- A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the Workplace Safety and Insurance Act.

Communication

We will communicate with people 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 people with various types of disabilities. Site specific training will be conducted by supervisors or managers and all new employees will receive same at orientation training.

Training for Staff

Pike Lake Golf Centre Limited will provide training to all employees who are dealing directly with the public.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities, including those with 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 Pike Lake's

goods and services. Pike Lake Golf Centre Limited's policies, practices and procedures relating to the customer service standard.

- Ongoing training will be provided if changes are made to these policies, practices and procedures.

Questions about this policy

Any concerns or inquiries shall be dealt with by the site-specific supervisor. If the issue is not resolved, follow Complaint and Investigation Procedure in Employee Handbook #34.