



# Accessible Customer Service Policy

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## A. Purpose

To provide Pike Lake Golf Centre Limited employees with information and training on how to provide accessible customer service for people with disabilities.

To provide our customers and vendors (upon request) information about Pike Lake Golf Centre Limited policies regarding accessible customer service.

## B. Background

Pike Lake Golf Centre Limited is committed to excellence in serving all customers, including people with disabilities. The goal of the Accessibility for Ontarians with Disabilities Act, 2005 is to create a more accessible Ontario, by identifying, and to the extent possible, preventing, and eliminating barriers experienced by persons with a disability. In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 165/16, this policy sets out the standards by which Pike Lake Golf Centre Limited will provide goods and services to individuals with disabilities.

Pike Lake Golf Centre Limited will make reasonable effort to ensure that the Policy and related practices and procedures are consistent with the following four (4) core principles:

- Dignity - Persons with a disability should be treated as valued customers as deserving of service as any other customer.
- Equality of Opportunity - Persons with a disability should, where possible, be given an opportunity equal to that given to others to obtain, use and benefit from Pike Lake Golf Centre Limited's goods and services.
- Integration - Wherever possible, persons with a disability should benefit from Pike Lake Golf Centre Limited's goods and services in the same place and in the same or similar manner as any other customer. In circumstances where integration does not serve the needs of the person with a disability, goods and services will, to the extent possible, be provided in another way that takes into account the person's individual needs.
- Independence - Goods and services should be provided in a way that respects the independence of persons with a disability. To this end, we will be willing to assist a person with a disability but will not do so without first seeking the permission of the person.

Pike Lake Golf Centre Limited shall, upon request, supply a copy of the policies, practices and procedures to any person.

## C. Definitions

- Assistive Devices – any auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids) used to assist a person in performing a task or to aid a person in activities of daily living.
- Disabilities – a broad range and degree of conditions, some visible and others not. A disability may have been present from birth, caused by an accident, or developed over time. It includes physical, mental, and learning disabilities, mental disorders, hearing or vision disabilities, epilepsy, drug and alcohol dependencies, environmental sensitivities, as well as other conditions. (the same as definition of disability found in the Ontario Human Rights Code)

- Employees – any person who deals with members of the public or other third parties on behalf of Pike Lake Golf Centre Limited, whether the person does so as an employee, agent, volunteer or otherwise.
- Persons with disabilities – individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.
- Service Animals – any animal individually trained to do work or perform tasks for the benefit of a person with a disability.
- Support persons – any person whether a paid professional, volunteer, family member or friend that accompanies a person with a disability in order to help with communications, personal care or medical needs, or with access to goods or services.

## **D. Policy**

### **Training for Staff**

Pike Lake Golf Centre Limited will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

This training will be provided to new staff within 30 days of their start date. Staff will also be trained when changes are made to the plan. Records of the training provided the dates on which the training is provided and the number of individuals to whom the training is provided shall be maintained in accordance the requirements of the Standard.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Pike Lake Golf Centre Limited's plan related to 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 an assistive device, or require the assistance of a service animal, or a support person
- How to use the assistive devices available on-site that may help with providing goods or services to people with disabilities
- What to do if a person with a disability is having difficulty accessing Pike Lake Golf Centre Limited's goods and services

### **Assistive Devices**

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. A person with a disability is permitted, where possible, to use his/her own Assistive Device when on Pike Lake Golf Centre Limited premises for the purposes of obtaining, using or benefiting from goods and service

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

### **Service Animals**

We welcome people with disabilities and their service animals. People with disabilities may

bring their service animals on the parts of our premises that are open to the public or other third parties.

On rare occasions another law may prohibit a Service Animal from entering an area of the premises or the needs of another customer may require that the Service Animal be excluded. If a Service Animal must be excluded, we will explain to our customer why this is the case and explore alternative ways to meet the customer's needs.

### **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

### **Notice of Temporary Disruptions**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Pike Lake Golf Centre Limited will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

### **Feedback Process**

Customers who wish to provide feedback on the way Pike Lake Golf Centre Limited provide goods and services to people with disabilities can provide feedback through several methods:

Verbally, in person or over the phone to Greg Shaw, Brandy Miller or Michelle Green.

Feedback forms are available on request. All feedback will be directed to the Management Team.

Where requested, customers can expect to hear back within 5 business days. Where possible, complaints will be addressed within the specified time period. However, some complaints may require more effort to address, and may be reviewed at a higher level. In such cases, customers will receive acknowledgement in the requested method within 5 business days, and feedback within 15 business days.

### **Alternative Formats**

Customers that require documents provided in alternative formats should notify the staff member they are dealing with or can contact Greg Shaw, Brandy Miller or Michelle Green using any of the contact information listed below.

Pike Lake Golf Centre Limited will make a reasonable attempt to provide the document in the requested format. If the requested format is not available, staff will work with the customer to determine an appropriate solution.

### **E. Modifications to This Or Other Policies**

Any policy of Pike Lake Golf Centre Limited that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **F. Questions About This Policy**

Questions about this policy may be addressed to Courtney Brown or Michelle Green

By Mail: Unit P-01 9625 Pike Lake Rd, RR3 Clifford, ON N0G 1M0

By phone: 519-338-3010

By email: [cbrown@pikelake.com](mailto:cbrown@pikelake.com) or [mgreen@pikelake.com](mailto:mgreen@pikelake.com)