

Accessible Customer Service Policy Statement

Providing Goods and Services to People with Disabilities

Our Mission:

The mission of Pointe West Golf Club (Pointe West) is to strive to create an atmosphere that will enable us to exceed the expectations of our Members and their Guests.

We will be a pacesetter, constantly working to improve while remaining competitive in our market.

We will strive to deliver the best golf course, member services, and facilities in Southwestern Ontario.

We will encourage the participation of our Members in conducting our affairs through the Board of Directors and its' Standing Committees.

Our Commitment:

In fulfilling our mission, Pointe West strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. Pointe West is also committed to giving people with disabilities; the same opportunity to access our goods and services, allowing them to benefit from the same services, in the same place, and in a similar way as other customers.

Definitions:

Assistive Device:- is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that guests bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in; hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the Accessibility for Ontarians with Disabilities Act, 2005, and the Ontario Human Rights Code, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes; 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, another animal, a wheelchair, or other remedial appliance or device;

- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons' Rights Act, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in Ontario Regulation 429/07, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in Health Protection and Promotion Act, Ontario Regulation 562 a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

Providing Goods and Services to People with Disabilities:

Pointe West is committed to excellence in serving all customers including people with disabilities and we will carry out it's functions and responsibilities in the following areas:

Communication - Pointe West will communicate with people with disabilities in ways that takes into account their personal disability.

Pointe West will train staff who come into contact with customers on how to interact and communicate with people with various types of disabilities.

Telephone Services - Pointe West is committed to providing fully accessible telephone service to it's customers. Pointe West will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

Pointe West will offer to communicate with customers by e-mail, if telephone communication is not suitable or available to their personal needs.

Assistive Devices - Pointe West is committed to serving people with disabilities who use assistive devices to obtain, use or benefit, from the Club's goods and services. Pointe West will ensure that the staff is trained and familiar with various assistive devices that may be used by customers with disabilities, while accessing the Club's goods or services.

Billing - Pointe West is committed to providing accessible invoices to all of the Club's customers. For this reason, invoices will be provided in the following formats upon request, for example; hard copy, large print, e-mail, etc.

Pointe West will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail, as fits an individual personal needs.

Use of Service Animals and Support Persons:

Pointe West is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of Club Property which is open to the public. Pointe West will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Pointe West is 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 Club Property which is open to the public, with their support person. At no time will a person with a disability who is accompanied by a support person, be prevented from having access to their support person while on Club Property.

Fees will not be charged for the admission of support persons to Club Property. Customers will be informed of this by a notice that will be posted on the Club's bulletin board and website

Notice of Temporary Disruption:

Pointe West will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually provided to people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

This notice will be placed at all public entrances and service counters on Club Property.

Training of Staff:

Pointe West will provide training to all employees, volunteers and others who deal with the public, or other third parties on their behalf, and all those who are involved in the development and approval of; customer service policies, practices and procedures. Individuals in the following positions will be trained:

- All Managers
- Dining Room Staff
- Locker Room Staff
- Golf Shop & Back Shop Staff

This training will be provided within three weeks of staff commencing their duties.

Training will include, but not limited to, 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
- How to interact with people with disabilities: who use an assistive device, 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 Pointe West's goods and services
- Pointe West's policies, practices and procedures, relating to the customer service standard

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

Feedback Process:

The ultimate goal of Pointe West is to meet and surpass customer expectations, while serving customers with disabilities. Comments on the Club’s services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Pointe West provides goods and services to people with disabilities can be made; in person, by e-mail, telephone, or by way of customer questionnaire or comment card. All feedback will be directed to the Administration Office, with a commitment to respond back within five business days.

Complaints will be addressed according to complaint categories already established in the Club’s Complaint Management Procedures.

Modifications to this or Other Policies:

Pointe West is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this Policy or any other, without considering the impact on people with disabilities.

Any policy of Pointe West 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 any aspect of the Policy, a request for clarification should be made to the Administrative Office of Pointe West.

Document Management:

| | |
|---------------|-----------------|
| Revised Date: | April 2017 |
| Signed By: | Sherry Mailloux |