



Accessibility Standard for Customer Service

Providing Goods and Services to People with Disabilities

Islington Golf Club is committed to excellence in serving all members and guests, including those individuals with disabilities, and will strive to make everyone's experience enjoyable.

Assistive devices

We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

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. Service animals are allowed on the parts of our premises that are open to the public.

Support persons

A member and guest with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Fees will be applicable on a per situation basis for admission to Islington Golf Club premises. We will notify members

and guests of this through a notice posted on our premises or this information can be requested directly.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or any area (clubhouse, golf course, backshop and parking lot areas), of our facilities for customers with disabilities, Islington Golf Club 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. The notice will be placed:

- On all entrances to the clubhouse
- At the backshop/starter's booth
- At the golf course office

Training for staff

Islington Golf Club will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf.

Individuals in the following positions will be trained:

- All Managers
- All supervisors
- All full-time employees

This training will be provided to staff after they have completed their three (3) month probationary period.

Training will include

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Islington'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.
- What to do if a person with a disability is having difficulty in accessing Islington Golf Club's goods and services.

Staff will also be trained when changes are made to your plan.

Feedback process

Member and guests who wish to provide feedback on the way Islington Golf Club provides goods and services to people with disabilities can:

- Email the General Manager, Dave Fox, at dave@islingtongolfclub.com
- Provide verbal comment to Manager on duty

All feedback will be directed to the General Manager. Customers can expect to hear back in three (3) days. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

Any policy of Islington Golf Club that does not respect and promote the dignity and independence of people with disabilities will be reviewed and modified or removed, accordingly.