



## Accessible Customer Service Policy

The Royal Canadian Golf Association, operating as Golf Canada (“Golf Canada”), is part of the sporting community in our country that is committed to providing goods and services in a manner that respects the core principles of dignity, integration, equal opportunity, and independence of persons with disabilities. This policy applies to all Golf Canada employees, volunteers, or third parties operating on our behalf.

### PURPOSE:

To comply with “*The Accessibility for Ontarians with Disability Act, Ontario Regulation 429/07*”, Golf Canada will ensure accessibility for individuals with a disability and in such a manner that abides by the four principles of dignity, integration, equal opportunity, and independence.

### DEFINITIONS AND CLARIFICATIONS:

**Disability:** This definition is adopted from *The Accessibility for Ontarians with Disability Act (Section 2)*:

- 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 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, 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*; (“handicap”)

**Barrier:** Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability.

### SCOPE:

Golf Canada is dedicated to providing goods and services to the public in support of the core principles of dignity, integration, equal opportunity, and independence, in the following areas:

- **Communication:** Golf Canada will strive to ensure effective communication with members of the public with disabilities and will interact in such a way that is mindful of their disability. Golf Canada staff will be trained on how to interact and communicate with people with various types of disabilities.
- **Telephone Services:** Golf Canada will ensure staff are able to provide services to members of the public over the phone in clearly understood language that takes into account their disability.
- **Assistive devices:** Golf Canada will ensure that our staff are trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our goods or services, including screen readers, listening devices, wheelchairs, walkers/canes, and oxygen tanks.

- **Service animals:** Golf Canada welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public, including the Golf Canada Museum and Hall of Fame, and Golf Canada designated tournament sites.
- **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. All visitors and support persons will be required to pay an entrance fee to any of our facilities or events that require admission.
- **Notice of temporary disruption:** In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Golf Canada will notify customers promptly. This 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 conspicuously placed at the reception area of our building.

#### **TRAINING FOR STAFF:**

Golf Canada will provide training to all employees, volunteers and other individuals who deal with the public or other third parties on our behalf. This may include, but is not limited to:

- Full time Staff (including Interns)
- Volunteers
- Referees
- Coaches
- Board Members

This training will be provided to current staff through whichever format is deemed most effective, either through a Town Hall or by staff completing an online video. All new staff will be provided with training within a reasonable time from their start date, and volunteers will be provided training during pre-established volunteer orientations.

#### **Training will include:**

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Golf Canada'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 Golf Canada's goods and services

Staff will also be trained on an ongoing basis when any changes are made to this policy.

#### **NOTICE OF TEMPORARY DISRUPTION:**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Golf Canada will notify customers promptly. This 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 conspicuously placed at the reception area of our building.

**FEEDBACK PROCESS:**

Golf Canada welcomes those who wish to provide feedback on the way we provide goods and services to people with disabilities. Feedback may be provided in person, in writing or by email. Feedback will be directed to Human Resources, and a response can be expected within one to two business days. Complaints will be addressed according to our organization's regular complaint management procedures.

**MODIFICATIONS:**

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