



## **ACCESSIBILITY (AODA)**

Accessibility for Ontarians with Disabilities Act (AODA), 2005

Accessibility Standards for Customer Service, Ontario Regulation 429/07

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standard for Customer Service, The Club at North Halton is dedicated to ensuring that our services are accessible and offer the same opportunity and benefit to all Members and Guests. We are also committed to ensuring that our services are provided in a manner that respects the dignity and independence of people with disabilities.

### **1. Communication**

The Club at North Halton will communicate with people with disabilities in ways that take into account their disability. We understand that communication styles vary and that not all persons with the same disability use the same communication modalities. The Club at North Halton makes every effort to ensure that our employees take this into consideration and, when not sure, to always ask our Members and Guests how best to communicate with them.

In addition, we train employees to communicate over the telephone in clear and plain language and to speak slowly. We will offer to communicate by e-mail if telephone communication is not suitable to their communication needs or is not available.

### **2. Use of Service Animals and Support Persons**

The Club at North Halton is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. We ensure that all employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The Club at North Halton is also committed to welcoming people with disabilities who are accompanied by a support person. Any Member or guest with a disability who is accompanied by a support person will be allowed to enter the Club's premises with his or her support person. At no time will a Member or Guest with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

### 3. Assistive Devices

The Club at North Halton is committed to serving Members and guests with disabilities who use assistive devices to obtain, use or benefit from our services. We ensure our employees are trained and familiar with various assistive devices such as canes, wheelchairs, etc. that may be used by Members and guests with disabilities while accessing our services.

### 4. Notice of Temporary Disruption

The Club at North Halton will provide Members and guests with notice in the event of a planned or unexpected disruption in the facilities or services usually used by 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.

### 5. Employee Training

To make certain that our provision for services are accessible, North Halton provides training to employees and others who deal with our Members and guests. The training includes 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 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 our services, and;

North Halton policies, practices, and procedures relating to the AODA customer service standard

### 6. Feedback Process

North Halton is committed to exceeding expectations while serving Members and guests with disabilities. Comments on our services are welcome and appreciated. Members and guests can submit feedback in the following manner:

Members or guests who wish to provide feedback can complete a Customer Feedback Form or speak with the Manager on duty.

Members or guests who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on the concern(s) or complaint(s) that were submitted.