

Hawk Ridge Golf & Country Club's Accessible Customer Service Policy

Providing Goods & Services to People with Disabilities

Hawk Ridge Golf & Country Club is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained with various assistive devices we have on site or that we provide 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 person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. The support person will be subject to regular rates if applicable.

We will notify customers of this through a notice posted on our premises.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, including Dining & Golfing, Hawk Ridge Golf & Country 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 in the Pro Shop, Front Entrance & Hawk's Grill.

Training

Hawk Ridge Golf & Country Club will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods & services.

Individuals in the following positions will be trained:

Managers, supervisors, customer service representatives, volunteers, service staff & grounds staff. This training will be provided within one month of the start of employment.

Training Will Include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- Hawk Ridge'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 – facilities such as handicap entrances, washrooms & ramps.
- What to do if a person with a disability is having difficulty in accessing Hawk Ridge's goods & services.
- Staff will also be trained when changes are made to your plan.

Feedback Process –

Customers who wish to provide feedback on the way Hawk Ridge provides goods & services to people with disabilities can mail, email or phone in their comments.

All feedback, including complaints will be reviewed by the Management Team & investigated & responded to in a timely fashion.

Customers can expect to hear back within a 72 hour time period.

Notice of Availability

Hawk Ridge Golf & Country Club will notify the public that our policies are available upon request by posting a notice in the main entrance of the clubhouse.

Modifications to this or other policies

Any policy of Hawk Ridge Golf & Country Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.