



Couchiching Golf & Country Club Limited

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Couchiching Golf & Country Club Limited is committed to providing excellence in serving all customers with disabilities.

Assistive Devices

We will ensure that our staff is trained and familiar with the various assistive devices we have on site or that we provide, that may be used by our customers with disabilities while accessing our golf and restaurant facility.

At present Couchiching Golf & Country Club does not have any on-site assistive devices.

For devices requiring ground level entry, such as Wheelchairs- access from the parking lot into the restaurant may be obtained by our wheelchair ramp located in the front of the building and also by the side entrance to the pro shop on ground level.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Visual communication methods- email, web site, fax and letter.

Audio Communication by phone.

Access to Services – On Site

Wheelchair access to Couchiching Golf & Country Club is best achieved by through the wheelchair ramp located at the front of the building off the main parking lot. In some instance wheelchair users may use the side entrance to the pro shop by ground level but may require assistance over a curb.

Blind persons- staff may lead them at their request.

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.

Notice of Temporary Disruption

For access to the premises a notice will be posted at the main entrance.

For disruption to on-line service, a phone call or email will be sent to any person known to be expecting to access our services during the time of interruption if possible.

For sudden unexpected disruption notice may not be possible.

Training

Couchiching Golf & Country Club Limited of Orillia will provide training to employees who deal with the other third parties our behalf.

Customer Service Personnel & Management

This training will be provided within 3 months of hire

Training will include:

An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.

The act focuses on the following points:

- 1. The goods or services of this company must be provided in a manner that respects the dignity and independence of persons with disabilities.**
- 2. The provision of goods or services to persons with disabilities and others must be integrated unless an alternative measure is necessary, whether it be temporary, or a permanent basis, to enable a person with a disability to obtain, use or benefit from to obtain our goods and services.**
- 3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.**

Our policy is to treat them as customers and clients who as valued and as deserving of effective and full service as any other customer. We do not treat people with disabilities as an afterthought or force them to accept lesser service, quality or convenience. However our service and accommodation level can only be as good as our resources allow. Many accommodations involving persons with disabilities will need to be crafted to suit the individuals particular situation. Assumptions should not be made as to what their needs will be. This information should come from the individual.

What does the principle of integration mean ?

Integrated services are those that allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies, practices and procedures are designed to be accessible to everyone including people with disabilities.

Sometimes integration does not serve the needs of all people with disabilities. In these cases it is necessary to use alternate measures to provide goods and services.

What must I do when communicating ?

Customer Service Standard

3.(4) When communicating with a person with a disability, a provider shall do so in a manner that takes into account the person's disability.

*Communication is a process of providing, sending, receiving and understanding information. This section of the regulation is specific requirement to communicate with an individual with a disability in a way that takes into account. This means that you must consider how the disability affects the person expresses, receives or processes communications. The goal is to communicate in an effective way.

* Taking someone's disability into account requires you to take that particular individuals needs and circumstances into consideration.

Do not make assumptions on his or her disability.

- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

- Ask the individual if there is any information or special setups or assistance required for them to use their devices. Make them aware of what our capabilities are. Work with them to find the most satisfactory process, given the limitations of what we are able to provide.
- Be familiar with what is available to allow communication or interaction.
- If a person is having difficulty in accessing Couchiching Golf & Country Club of Orillia's goods and services, let them know what is available and ask if there is a better method that we can provide, such as reading information to them or changing the size of the font on a document or restaurant menu.
- Couchiching Golf will keep records of staff training, that includes dates training was provided and the number of employees who attended the training.

Feedback Process

Customers who wish to provide feedback on the way Couchiching Golf & Country Club of Orillia, provides goods and services, to people with disabilities can contact us by email at couchichinggolf@rogers.com , verbally in person, or by phone at 705-326-2861, letter and or fax at 705-326-6765.

All feedback including complaints, will be directed to the General Manager. A complaint will be reviewed or investigated as needed by staff and a response will be given normally within three business days.

Modifications to this or other Policies

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

Supplemental Information for Staff

ASSISTIVE DEVICE: An assistive device is any piece of equipment a person with a disability uses to help them with daily living. Some examples include: a wheelchair, screen reader, listening device or crane.

DISABILITY : The term disability as defined by the Accessibility For Ontarians 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, 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 impairment, 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 disfunction in one or more of the processes involved in the 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 Person's 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 to the average person 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 427/07, a support person means, in relation to the person with a disability, another person who accompanies him or her in order to help communication, mobility, personal care, medical needs or access to goods and Couchiching Golf & Country Club will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by;

Ensuring that all stakeholders receive the same value and quality.

Allowing all stakeholders with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as that does not present a risk.

Using alternative methods when possible to ensure that stakeholders with disabilities have access to the same services , in the same place and in a similar manner.

Taking into account individual needs when providing goods and services; and Communicating in a manner that takes into account the stakeholders disability.

B Assistive Devices:

Guests own assistive device(s)

Persons with disabilities may use their own assistive devices as required when accessing goods and services provided by Couchiching Golf.

In cases where the assistive devices present a safety concern or where accessibility might be an issue, other measures will be used ensure the access of goods and services.

Assistive Devices provided by Couchiching Golf & Country Club: None at Present.

Recognizing A Guide Dog, and or Service Animal:

If it is not readily apparent that the animal is being used by the guest for reasons relating to his or her disability, Couchiching Golf may request verification from the guest.

In some circumstances, such as in the situation of unplanned disruptions, advance notice may not be possible.