



# AODA

**Purpose:** To ensure support for and compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

## ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

### PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Loyalist Country Club is committed to excellence in serving all customers including people with disabilities. We will remember the four principals of customer service in all our dealings with our disabled customers; independence, dignity, integration, and equal opportunity.

### 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 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

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Loyalist Country Club will notify customers promptly. This will be in the form of a clearly posted notice which 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 the doorway of the office and other normal points of entrance.

## TRAINING FOR STAFF

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

The following individuals will be trained;

- All Managers
- All full time employees
- All supervisors

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.
- Loyalist'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 support system
- What to do if a person with a disability is having difficulty in accessing Loyalist Country Club's goods and services
- Staff will also be trained when changes are made to your plan.

## FEEDBACK PROCESS

Customers, who wish to provide feedback on the process Loyalist Country Club, provides services to people with disabilities are invited to send us an email, leave a phone message, in writing or in person. All feedback will be directed to the Manager. Customers can expect to hear back in 5 days from the time of receipt. Complaints will be addressed according to our organization's regular complaint management procedures.

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