

Accessibility Standards for Customer Service

Our Commitment

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standard for Customer Service, Donalda Club is dedicated to ensuring that our services are accessible and offer the same opportunities and benefits 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.

Providing Goods & Services to Persons with Disabilities

Donalda Club is committed to excellence in serving all members and guests, including persons with disabilities, and we will carry out our functions and responsibilities in the following areas:

- **Communication**

- Donalda Club 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. Donalda Club 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.

- **Telephone**

- Donalda Club is committed to providing fully accessible telephone services. 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 or written documents if telephone communication is not suitable to their communication needs or is not available.

- **Assistive Devices**

- Donalda Club is committed to serving Members and Guests with disabilities who use assistive devices to obtain, use or benefit from our goods and 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.

- **Billing**

- Donalda Club is committed to providing accessible invoices to all of our members. For this reason, invoices will be provided in alternative formats upon request.

Use of Service Animals and Support Persons

Donalda Club 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.

If you cannot easily identify that the animal is a service animal, you can ask the person to provide documentation from a regulated health professional. The documentation must confirm that the person needs the service animal or reasons relating to their disability.

Regulated Health Professionals are:

- A member of the College of Audiologists and Speech-Language Pathologists of Ontario
- A member of the College of Chiropractors of Ontario
- A member of the College of Nurses of Ontario
- A member of the College of Occupational Therapists of Ontario
- A member of the College of Optometrists of Ontario
- A member of the College of Physicians and Surgeons of Ontario
- A member of the College of Physiotherapists of Ontario
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

Donalda Club is 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.

The person with a disability must ensure that all expenses incurred by their support person, such as food and beverage, be paid by them.

In certain cases, Donalda Club might require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision, Donalda Club will:

- consult with the person with a disability to understand their needs “How may we help you”
- consider health or safety reasons based on available evidence,
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

In such a situation, Donalda Club will waive the admission fee or fare for the support person, if one exists.

Notice of Temporary Disruption

Donalda Club 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 clearly posted notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. This notice will be displayed prominently at the Front Desk Reception and on our Club website.

Employee Training

To make certain that our provision for services are accessible, Donalda Golf Club provides training to employees and others who deal with our Members and Guests. The training includes the following:

- The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirements of the *Accessibility Standards for Customer Service (Ontario Regulation 429/08)*
- Information about Donalda Club’s policies, practices, and procedures relating to the AODA customer service standards
- 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
- How to use the equipment or assistive devices (wheelchairs) available at Donalda Club premises
- Employees will also be trained when changes are made to these policies, practices and procedures.

Feedback Process

Donalda Club is committed to exceeding expectations while serving Members and Guests with disabilities. Comments on our services are welcome and appreciated.

Customers who wish to provide feedback on the way Donalda Club provides goods and services to persons with disabilities can: email, phone, write, or give a verbal description.

Members and Guests can submit feedback to:

Contact: Grace Lennon, General Manager

Address: 12 Bushbury Drive, Toronto, ON M3A 2Z7

Phone: 416-446-5870

E-mail: glennon@donaldaclub.ca

Website: donaldaclub.ca

Alternatively, you can provide feedback:

- To the **General Manager, Grace Lennon** by completing a General Manager Suggestion / Comment card and placing the card in the GM Box located on the lower level of the Informal Dining area of the Club or visit him in his office Monday to Friday between 9:00 am and 5:00 pm.
- To **Membership Services** located in the administrative offices on the 2nd floor of Clubhouse in person, by mail, or call 416-446-5872 or by email at membership@donaldaclub.ca to share your comments or request a copy of our accessibility policy

Members, Guests, or Staff who wish to provide feedback can also complete an onsite Member feedback form or speak with the Manager on Duty.

Members or Guests who provide formal feedback will receive acknowledgement of their feedback within 10 business days, along with any resulting actions based on concerns or complaints that were submitted.

Modifications To This Or Other Policies

Donalda Club is committed to ensuring that our customer service policies, practices and procedures respect and promote the dignity and independence of all persons with disabilities. Therefore, no changes will be made to this policy before considering the impact on persons with disabilities. Any policy of Donalda Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about this policy, or if the purpose of a policy is not understood, an explanation will be provided by:

Contact: Antoinette Steede, Human Resources Manager

Human Resources Department

Address: 12 Bushbury Drive, Toronto, ON M3A 2Z7

Phone: 416-446-5871

E-mail: humanresources@donaldaclub.ca

Website: donaldaclub.ca

A paper copy of this policy is available in the Human Resources Office.