



LADIES' GOLF CLUB OF TORONTO Accessibility Standard For Customer Service

At The Ladies' Golf Club of Toronto we believe in independence and dignity to all of our members and guests. The Accessibility for Ontarians with Disabilities Act (AODA) was enacted to ensure people with disabilities are treated and served equally. The AODA's mission is to eliminate the barriers that are currently preventing people with disabilities from equality in Ontario. The following plan is communicated to our members and staff to ensure that everyone receives equality of opportunity.

We are always welcoming to all assistive devices, support persons, and service animals.

Temporary disruption

If accessible services are not available we provide extensive notice of temporary disruption via:

- 1) Our website
- 2) Signs are placed around the club, including the entrances to the buildings.

Feedback

The Ladies' Golf Club of Toronto has processes in place to receive and respond to feedback to ensure that accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

We openly encourage feedback from all of our members and guests through:

- 1) Our online comment card system.
- 2) Our annual member survey
- 3) Face-to-face interaction

The Ladies' Golf Club of Toronto notifies the public about the availability of accessible formats and communications supports with respect to the feedback process through our website: www.ladiesgolfclub.com

Training

- All employees that interact with members of the public or third parties are trained in Accessibility For Ontarians With Disabilities, Accessibility Standards, and on the Human Rights Code as it pertains to persons with disabilities as part of their orientation. This includes:
 - a) All persons who are an employee of, or a volunteer with, the Ladies Golf Club of Toronto;
 - b) all persons who participate in developing the organization's policies; and

c) all other persons who provide goods, services or facilities on behalf of the Ladies' Golf Club of Toronto.

- Employees are encouraged to participate in enhancing our policies and procedures.
- Employees are knowledgeable of how to use the equipment or devices that may assist with providing goods and services to people with disabilities.
- Ensure that communication and interaction is facilitated with people of various types of disability.
- That ongoing training is completed to incorporate any changes to policies and procedures
- All employees that interact with members of the public or third parties receive job specific training regarding The Human Rights Code and accessibility standards including accessible workplace / employment, accessible website, feedback and communication options and solutions to potential barriers

Potential Barriers and Solutions:

The following are some real examples of potential barriers for disabled members and guests and the solutions we have in place to accommodate everyone.

Potential barriers:

Walking 18 holes of golf

Not being able to read updates, bulletins and menus

Only stairways to 2nd floor of clubhouse

A deaf or oral deaf guest would like to communicate with a member of our staff

Solutions:

We provide a compassionate rider fee for golf carts.

All pertinent information is available on our website. Therefore, an at home screen reader will be able to relay the message.

In the clubhouse, all of the amenities and necessities are on the main floor of the building.

Our club, for the most part, uses a written chit system for ordering. Therefore, there are always many pencils and chits or loose paper around for guests to write on.