

# *Accessibility for Ontarians with Disabilities Act (AODA), 2005*

## **Accessibility for Ontarians with Disabilities Act (AODA), 2005 Accessibility Standards for Customer Service, Ontario Regulation 429/07**

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standard for Customer Service, Markland Wood Golf Club is dedicated to ensuring that our services are accessible and offer the same opportunity and benefit 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.

### **1. Communication**

Markland Wood 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. Markland Wood Golf 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.

In addition, 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 if telephone communication is not suitable to their communication needs or is not available.

### **2. Use of Service Animals and Support Persons**

Markland Wood Golf 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.

Markland Wood Golf Club is also 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.

### **3. Assistive Devices**

Markland Wood Golf Club is committed to serving Members and guests with disabilities who use assistive devices to obtain, use or benefit from our 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.

#### **4. Notice of Temporary Disruption**

Markland Wood Golf 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 notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

#### **5. Employee Training**

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

The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard:

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 and Markland Wood Golf Club's policies, practices, and procedures relating to the AODA customer service standard

#### **Feedback Process**

Markland Wood Golf Club is committed to exceeding expectations while serving Members and guests with disabilities. Comments on our services are welcome and appreciated. Members and guests can submit feedback to:

Contact: Alfredo Colalillo

Address: 245 Markland Drive, Etobicoke, Ontario, M9C 1R1

Phone: 416-621-2260

Email: [acolalillo@marklandwood.com](mailto:acolalillo@marklandwood.com)

Website: [www.marklandwood.com](http://www.marklandwood.com)

Members or guests who wish to provide feedback can speak with the Manager on duty.

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