



## **Accessibility for Ontarians with Disabilities Act (AODA) Policy**

### **St. Catharines Golf and Country Club Limited**

#### **Providing Goods & Services to People with Disabilities**

*December 2023*

#### **Purpose and Scope**

St. Catharines Golf and Country Club is dedicated to providing an inclusive and accessible environment for all individuals, including those with disabilities. This Accessibility for Ontarians with Disabilities Act (AODA) Policy outlines our commitment to meeting the accessibility needs of our members, guests, employees, contractors, and other stakeholders.

#### **Statement of Commitment**

We are committed to fostering a golf and country club experience that is welcoming and barrier-free for all members, guests, contractors, and employees. The St. Catharines Golf and Country Club aims to ensure that all individuals, regardless of their abilities, are treated with dignity and respect, and have equal access to our facilities, services, and programs.

#### **Accessible Customer Service**

St. Catharines Golf and Country Club strives to provide quality service to all members and guests, including those with disabilities. Our staff will be trained to communicate effectively with individuals of all abilities, assist with the use of assistive devices as well as service animals and support persons, and accommodate diverse needs. During our training, we will also cover the requirements of the customer service standard, and the purpose of the accessibility for Ontarians with disabilities act.

## **Communication**

We are committed to providing accessible communication to individuals with disabilities. Information will be made available in accessible formats upon request, and we will ensure that our website and other digital platforms comply with accessibility standards. We will work with the person with a disability to determine what method of communication works for them.

## **Assistive Devices**

We welcome the use of personal assistive devices by individuals with disabilities. Our staff will be trained to assist with various assistive devices, ensuring that members and guests with disabilities can fully enjoy our golf, curling, and club amenities.

## **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. Fees will be applicable on a per situation basis for admission to the St. Catharines Golf & Country Club premises. This information can be requested directly, if required.

## **Service Animals**

We welcome people with disabilities and their service animals. Service animals are allowed on selected areas of the premises.

## **Facilities and Services**

St. Catharines Golf and Country Club will identify and remove barriers to access in our facilities and services. We will work to provide alternative methods of access wherever possible, ensuring that all individuals can participate in the Club's activities.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption to services or facilities for members and with disabilities, the St. Catharines Golf & Country Club will notify members and guests promptly.

This clearly posted sign 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 notices may be posted in the following locations:

- Front Entrance
- Administration Office
- Pro Shop
- Locker Rooms
- Other areas as applicable

### **Employment Practices**

We are committed to providing equal employment opportunities to all individuals, including those with disabilities. St. Catharines Golf and Country Club will make reasonable accommodations during the recruitment, hiring, and employment process to ensure an inclusive workplace.

### **Review and Revision**

This AODA Policy will be reviewed annually, or as needed. St. Catharines Golf and Country Club will also make updates in response to changes in legislation or operational requirements.

## **Training**

To implement this policy effectively, all employees, volunteers (paid and unpaid, full-time, part-time and contract positions), supervisors, managers, and board members will receive training on AODA standards, accessible customer service, and communication with individuals with disabilities. Training will be provided during orientation and ongoing sessions to maintain awareness and compliance.

- The purpose of the AODA and the requirements of the member and guest service standards.
- The Human Rights Code and how it pertains to persons with disabilities.
- How to interact and communicate with members and guests with various types of disabilities.
- How to interact with people with disabilities who use assistive devices, require the assistance of a service animal, or require the use of a support person.
- How to use company provided equipment or devices that are available at the organization to help members or guests with disabilities. These may include:
  - Wheelchair
  - Elevator lift (lobby)
  - Menu assistance by service personnel (read aloud)
- What to do if a member or guest with a disability is having difficulty accessing the Club's goods, services, or facilities.

## **Feedback and Contact Information**

St. Catharines Golf and Country Club encourages feedback on the accessibility of our services. Members, guests, contractors, and other stakeholders can provide feedback through the following channels:

- Telephone: (905) 682-8681
- Email: [info@stgcc.com](mailto:info@stgcc.com)
- In Person - directly through the Club's Administration Office
- Contact General Manager Scott Stanhope through his email: [sstanhope@stgcc.com](mailto:sstanhope@stgcc.com)

Feedback will be reviewed, and appropriate actions will be taken to address any concerns or suggestions.

**Modifications to This Policy**

Any policy that does not align with the principles of promoting the dignity and independence of people with disabilities will be promptly modified or removed.

*Approved by:*

Scott Stanhope

*General Manager*

December 2023