

## **The Golf Club at Lora Bay Accessibility Policy**

### **Intent**

The Golf Club at Lora Bay is committed to following the principles of dignity, independence, integration and equal opportunity by providing quality goods and services accessible to all persons it serves.

This policy is intended to set a foundation of expectations while meeting the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

### **Scope**

This policy applies to everyone at the premises owned and operated by The Golf Club at Lora Bay.

### **Definitions**

**Accessible Formats** – may include, but are not limited to large print, recorded audio and electronic formats, Braille and other formats useable by people with disabilities.

**Accommodation** – special arrangements made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person's unique needs.

**Assistive Device** – is a technical aid, communication device or other instrument used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices Members and guests bring with them such as a wheelchair, walker or a personal oxygen tank. These devices might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

**Communication Supports** – may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that ease effective communications.

**Disability** – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment,



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or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- A condition of mental impairment or a developmental disability;
- A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

**Employee** – every person who provides services to The Golf Club at Lora Bay in return for wages.

**Guide Dog** – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

**Service Animal** – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety (*Guide to the Accessibility Standards for Customer Service, Ontario Regulation*).

**Service Dog** – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- It is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- The person who requires the dog can provide on request a letter from a regulated health professional confirming that the person requires a service dog.

**Support Person** – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services. A "Support Person" accompanies a person with a disability, in order to help with communication, mobility, personal care or medical needs or with access to goods or services. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a



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seizure. A Support Person may be a paid professional, a volunteer, family member or friend of the person with a disability (*Guide to the Accessibility Standards for Customer Service, Ontario Regulation*).

### **Parking**

Designated accessible parking spaces are located in the main parking lot, across from the Clubhouse and beside the cart staging area with easy access to the Clubhouse area. Please note a blue disabled permit must be displayed to use these spaces.

### **Taxi**

Collingwood's Ace Taxi (705.445.3300) provides vans with space to store a folding wheelchair, but the guest must have sufficient dexterity to enter and exit the vehicle under their own power.

### **Course Access**

The Golf Club at Lora Bay does not offer special guest privileges to guests with a disability; however an accompanying golf buddy or support worker may be able to assist the guest if necessary. There are no tee time priorities for guests with disabilities.

### **General Principles**

In accordance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, this policy addresses the following:

1. The Provision of Goods and Services to Persons with Disabilities
2. The Use of Assistive Devices
3. The Use of Guide Dogs, Service Animals and Service Dogs
4. The Use of Support Persons
5. Notice of Service Disruptions
6. Customer Feedback
7. Training
8. Notice of Availability and Format of Required Document
9. Standards for Employment
10. Service Standards and Guidelines

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### 1. The Provision of Goods and Services to Persons with Disabilities

The Golf Club at Lora Bay will make every reasonable effort to ensure its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that everyone is treated fairly and consistently;
- Allowing individuals with disabilities to do things in their own ways, at their own pace as long as this does not present a safety risk;
- Using alternative methods when possible to ensure that individuals with disabilities have access to the same services and programs, in the same place and in a similar manner;
- Taking into account individual needs; and
- Communicating in a manner that takes into account the individual's disability.

Example: If you are having a conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level.

The *Accessibility for Ontarians with Disabilities Act, 2005* set various standards and deadlines to increase accessibility by 2025. The Golf Club at Lora Bay is committed to meeting all applicable deadlines and will be incorporating changes as indicated by the act.

### 2. Assistive Devices

Persons with disabilities may use their own assistive devices as required. In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of services and programs. It is important not to touch items or equipment, such as canes or wheelchairs without permission.

### 3. Guide Dogs, Service Animals and Service Dogs

An individual with a disability who is accompanied by guide dog, service animal or service dog will be allowed access to applicable premises unless otherwise excluded by law.

Other types of service animals are not permitted into the restaurant due to the Health Protection and Promotion Act, Ontario Regulation 562 Section 60.

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### **Exclusion Guidelines:**

If a guide dog, service animal or service dog is excluded by law (see applicable laws below), The Golf Club at Lora Bay will offer alternative methods to enable the person with a disability to access services and programs, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

### **Applicable Laws:**

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

*Dog Owners' Liability Act, Ontario*: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds (such as pit bulls) and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.

### **Recognizing a Guide Dog, Service Dog and/or Service Animal:**

If it is not readily apparent that the animal is being used by the individual for reasons relating to his or her disability, The Golf Club at Lora Bay may request verification.

Verification may include:

- A letter from a regulated health professional confirming that the person requires the animal for reasons related to the disability;
- A valid identification card signed by the Attorney General of Canada; or
- A certificate of training from a recognized guide dog or service animal training school.

### **Care and Control of the Animal:**

The individual accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times.

### **Allergies:**

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, The Golf Club at Lora Bay will make all reasonable efforts to meet the needs of all individuals.

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### 4. Support Persons

If an individual with a disability is accompanied by a support person, The Golf Club at Lora Bay will ensure both persons are allowed to enter the premises together and that the individual is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the individual, prior to any conversation where confidential information might be discussed.

Fees will not be charged for support persons for admission to The Golf Club at Lora Bay's Clubhouse.

### 5. Disruptions in Service

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of The Golf Club at Lora Bay. In the event of any temporary disruptions to facilities or services that guests with disabilities rely on to access or use The Golf Club at Lora Bay's goods or services, reasonable efforts will be made to provide advance notice. In some circumstances such as in the situation of unplanned temporary disruptions, advance notice may not be possible.

#### **Notifications will include:**

In the event that a notification needs to be posted, the following information will be included unless it is not readily available or known:

- Goods or services that are disrupted or unavailable
- Reason for the disruption
- Anticipated duration
- A description of alternative services or options

#### **Notification Options:**

When disruptions occur, The Golf Club at Lora Bay will provide notice by:

- Contacting guests with reservations;
- Verbally notifying guests when they are making a reservation; or
- By any other method that may be reasonable under the circumstances.
- Via email and Club website

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### 6. Feedback Process

The Golf Club at Lora Bay shall provide the opportunity to provide feedback on the service provided to those with disabilities. Those who wish to provide feedback may do so with the General Manager in person, by telephone, in writing, by email, on disk or by any other method if applicable/available.

All feedback, including complaints, will be handled by the General Manager or his designate within five business days.

### 7. Training

The Golf Club at Lora Bay will provide training to our staff about the standards in the IASR, and on the Human Rights Code as it pertains to persons with disabilities. Specifically, to the following roles:

- All employees and volunteers
- Those who are involved in the development and approval of customer service policies, practices and procedures
- All other persons who provide goods, services or facilities on behalf of The Golf Club at Lora Bay

#### **Training Provisions:**

As reflected in Ontario Regulation 429/07, regardless of the format, training will cover the following:

- A review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005.
- A review of the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07.
- The Human Rights Code and how it pertains to people with disabilities.
- Instructions on how to interact and communicate with people with various types of disabilities.
- Instructions on how to interact with people with disabilities who:
  - Use assistive devices;
  - Require the assistance of a guide dog, service dog or other service animal; or
  - Require the use of a support person (including the handling of admission fees).
- Instructions on how to use equipment or devices that are available at our premises or that we provide that may help people with disabilities.



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- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- The Golf Club at Lora Bay's policies, procedures and practices pertaining to providing accessible customer service to guests with disabilities.

### **Training Schedule:**

The Golf Club at Lora Bay will provide training as soon as practicable. Training will be provided to new employees, who deal with the public or act on our behalf during job orientation. Revised training will be provided in the event of changes to legislation, procedures and/or practices.

### **Record of Training:**

The Golf Club at Lora Bay will keep a record of training that includes the dates training was provided and the number of employees who attended the training.

## **8. Notice of Availability and Format of Documents**

The Golf Club at Lora Bay shall notify guests that the documents related to the Accessibility Standards for Customer Service are available upon request and in a format that takes into account the guest's disability. Available formats include; phone, email, newsletter, website. Notification will be given via The Golf Club at Lora Bay's website.

### **Administration:**

If you have any questions or concerns about this policy or its related procedures please contact:

Steve Prest, General Manager  
519.599.9949 ext 247  
PO Box 40, Collingwood ON L9Y 3Z4  
[sprest@lorabay.com](mailto:sprest@lorabay.com)  
[www.lorabaygolf.com](http://www.lorabaygolf.com)

This policy and its related procedures will be reviewed as required in the event of legislative changes.

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## Information and Communication:

When acting on behalf of The Golf Club at Lora Bay and communicating with a person with a disability, do so in a respectful manner taking into account the person's disability.

The Golf Club at Lora Bay is committed to ensuring our information, policies, programs and practices are available in formats that take into account the individual's disability. Individuals that require information in an alternative format, such as enlarged text or verbal, should contact The General Manager.

## Format of Documents:

Should The Golf Club at Lora Bay be required to provide a person with a disability with a document, or information contained in the document, The Golf Club at Lora Bay will give the person (by request) the document or information contained in the document, in a format that takes into account the person's disability. If the document is required in a different format, staff will discuss what options are available to the individual and then agree upon the format The Golf Club at Lora Bay will provide. Requests for documents in an alternative format should be sent to the General Manager at The Golf Club at Lora Bay.

## 9. Standards for Employment

The Golf Club at Lora Bay is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and related services as do all prospective employees and current employees.

The Golf Club at Lora Bay will strive to remove barriers and accommodate the individual needs of all employees, creating a healthy and safe work environment.

## 10. Service standards and guidelines

**People with vision loss:** vision loss can restrict someone's ability to read, locate landmarks or see hazards. Some customers may use guide dogs or a white cane, while others may not.

- Identify yourself and speak directly, precise and descriptive and read any printed material if requested. Offer your elbow to guide them if needed.

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**People who have hearing loss:** they may be deaf, deafened or hard of hearing. They may also be oral deaf-unable to hear but prefer to talk instead of using sign language.

- Interact in a well-lit area so they can see your face. If your customer uses a hearing aid, reduce background noise. If necessary, ask if another method of communication would be easier such as pen and paper.

**People with speech or language impairments:** This may make it difficult for a person to pronounce words or may cause slurring. Some people with severe difficulties will use message boards for communication.

- Whenever possible ask questions that can be answered with a “yes” or “no”. Be patient, don’t interrupt and don’t assume that a person with speech impairment also has another disability.

**People with learning disabilities:** The term learning disability refers to a variety of disorders. Dyslexia affects how a person takes in or retains information such as reading material or understanding information.

- Be patient; provide information in a way that takes into account the customer's disability. Some people with learning disabilities find written words difficult to understand, while others have problems with numbers and math.

**People who have developmental disabilities:** Down syndrome, can limit a person’s ability to learn, communicate, and do everyday physical activities.

- Don’t make assumptions about what a person can do
- Use plain language and provide one piece of information at a time.

**People who have mental health disabilities:** This can affect a person’s ability to think clearly, concentrate or remember things. Examples would be anxiety, mood swings, phobias or panic disorder.

- Treat them with the same respect and consideration you have for everyone else. Be confident, calm and reassuring.
- If they seem to be in a crisis ask them what the best way to help is.

**Interaction with people that use assistive devices:** these devices are used to assist with moving, communication or lifting which include wheelchairs, white canes, speech amplification devices, guide dog or support person.

- Don’t touch or handle any assistive device without permission

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- Let customer know of locations of accessible washrooms
- A service animal is not a pet. Avoid touching or addressing them
- Speak directly to your customer, not to their support person

### **Assisting people with disabilities who need help accessing goods and services:**

- If you notice your customer is having difficulty accessing, a good starting point is to simply ask “how can I help you”

**Independence:** In some instances, independence means freedom from control or influence of others freedom to make your own choices. In other situations, it may mean the freedom to do things in your own way.

- People who may move or speak more slowly should not be denied an opportunity to participate in a program or service because of this factor.

### **Additional Policies**

The *Accessibility for Ontarians with Disabilities Act, 2005* set various standards and deadlines to increase accessibility by 2025. As these standards become applicable, The Golf Club at Lora Bay will be reviewing our practices to ensure compliance with the Act. Additional policies may be developed or revised to include more detailed information on our specific practices and processes, such as our Accessible Customer Service Policy.