

Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Bayview Golf & Country Club is committed to excellence in serving all customers including people with disabilities.

Assistive devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide that may be used by customers with disabilities while accessing our goods or services.

Communication

We will communicate with people with disabilities in ways that take into account their disability.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

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 not be charged for support persons

We will notify members of this in the Club's Member Rules and Regulations handbook.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for members/customers with disabilities, Bayview Golf & Country Club will notify customers promptly. This clearly posted notice 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 notice will be placed at the main reception desk.

Training

Bayview Golf & Country Club will provide training to employees, volunteers and others who deal with members, the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

Individuals in the following positions will be trained:

All management and service staff.

This training will be provided to staff within 3 months of hiring.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Bayview Golf & Country Club's plan related to the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the lift.
- What to do if a person with a disability is having difficulty in accessing Bayview Golf & Country Club's goods and services.

Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way Bayview Golf & Country Club provides goods and services to people with disabilities can send an email to info@bayviewclub.com , or a written letter attention to the General Manager or fill in a feedback form and submit it in the suggestion box located at the main reception desk.

All feedback, including complaints, will be responded to by the General Manager.

Customers can expect to hear back with two weeks.

Notice of availability

Bayview Golf & country Club will notify the members/public that our policies are available upon request. Members can access the policy on the Member's website under the Communication Tab and all others can access the policy by requesting a copy from the main reception desk.

Modifications to this or other policies

Any policy of Bayview Golf & Country Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.