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# Accessibility for Ontarians with a Disability

Responsibility: General Manager

Date of Original Policy: May 2013

Date of Revision: December 2015

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## Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) was passed into law in 2005. The purpose of the AODA is to achieve accessibility for Ontarians with disabilities on or before January 1, 2025 through the development, implementation and enforcement of accessibility standards. The AODA and its standards apply to Lookout Point Country Club Limited.

The Accessibility Standards for Customer Service (Ontario Regulation 429/07 or the “Standard”) are the first to be developed under the AODA.

*Questions about this policy may be directed to the General Manager or Account Manager.*

## Policy

Lookout Point Country Club Limited is committed to providing an environment that is accessible to persons with disabilities in a way that respects their rights to dignity, independence, integration and equal opportunity.

## General Principals

Lookout Point will strive to ensure that its’ policies, practices and procedures are consistent with the following core principals as outlined in the AODA.

**Dignity** – Goods and services are provided in a manner that is respectful to person with a disability and does not diminish the person’s importance.

**Independence** – Accommodating a person’s disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

**Integration** – Persons with disability can access all goods and services. They may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

**Equal Opportunity** – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

## Scope

This policy applies to team members, volunteers, agents and/or contractors who are in contact with the general public or other third parties that act on behalf of Lookout Point Country Club Limited.

## Definitions

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

- a. 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, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. a condition of mental impairment or a developmental disability;
  - c. a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - d. a mental disorder; or
  - e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

**Service Animal** – the Regulation defines a “service animal” as an animal for a person with disability.” In this policy, a service animal is any animal used by a person with a disability for reasons relating to the disability or where the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability; or where the person provides 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.

**Support Persons** - 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.

**Assistive Devices** – are equipment that people with disabilities utilize to assist in their daily lives such as a walker, scooter, cane, magnification or specialized learning software, communication boards etc.

**Guest’s own assistive device(s):**

Persons with disabilities accompanied by a service animal may access Lookout Point Country Club Limited and may keep the animal with them except where excluded by law.

Where the service animal is excluded by law, other options are to be made available to ensure the person with disability has access to the goods and services of Lookout Point. Where the service animal may affect the health and safety of other persons, Lookout Point team members will use other measures to ensure the access of goods and services.

**Use of Support Persons**

Persons with disabilities accompanied by a support person, may access Lookout Point Country Club Limited.

Where the assistance of a support person is required by a person with a disability they must not be prevented from having access to the support person.

Where a department of Lookout Point Country Club Limited charges an admission or participation fee, the department will ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

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

**Notice of Temporary Disruption**

Lookout Point Country Club Limited will provide with notice in the event of a planned or unexpected disruption in the facilities or services usually used by the people with disabilities. The notice will include

- The reason for the disruption
- The anticipated duration of the disruption
- Information identifying alternative facilities or services if any that may be available.

The notice will be placed at all public entrances and service counters on our premises.

**Training**

Lookout Point Country Club Limited will provide training to their team members, volunteers and others who may be reasonably expected to interact with the public or other third parties on their behalf.

### **Training Provisions:**

The training will consist of 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.
- 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.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- Lookout Point Country Club Limited policies, procedures and practices pertaining to providing accessible customer service to guests with disabilities.

The Administrative Office will retain all the training records.

### **Feedback Process**

The ultimate goal of Lookout Point Country Club Limited is to meet and surpass customer service expectations while serving customers with disabilities. We welcome any and all comments regarding our services.

The feedback process will allow for comments in person, email, by telephone or in writing. All feedback will be directed to the:

Mail: 209 Tice Road, P.O. Box 709  
Fonthill, ON  
L0S 1E0

Contact Person: Dan Greenwood, General Manager

Telephone: 905-892-2639 Extension # 241

Fax: 905-892-4984

Email Address: [dan@lopcc.com](mailto:dan@lopcc.com)

### **Format of Documents**

If Lookout Point Country Club Limited is asked to provide a copy of the AODA policy to a person with a disability, Lookout Point will do so in a timely manner and the document or the information contained in the document will be provided in a format that takes into account the person's disability.