

ACCESSIBLE SERVICE POLICY

The Golf Association of Ontario, operating as Golf Ontario (“Golf Ontario”), is part of the sporting community and will make reasonable efforts to ensure that policies, practices, and procedures are consistent with the principles of independence, dignity, integration, and equal opportunity.

Purpose:

This policy outlines our commitment to providing accessible service to all patrons, including those with disabilities, in accordance with Ontario Regulation 165/16 under the Accessibility for Ontarians with Disabilities Act (AODA).

Scope: This policy applies to all employees, volunteers, and contractors who interact with patrons on behalf of our organization.

Providing Services to People with Disabilities:

- **Communication:** Golf Ontario will strive to ensure effective communication with members of the public with disabilities and will interact in such a way that is mindful of their disability.
- **Assistive Devices:** Golf Ontario welcomes the use of assistive devices by individuals to access our services.
- **Service animals:** Golf Ontario aims to support people with disabilities and their service animals at host club facilities by connecting individuals with appropriate facility personnel for accommodations. Service animals are welcome on the premises of the Golf Ontario head office.
- **Support persons:** A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on the event premises. All visitors and support persons may be required to pay an entrance fee to any of our facilities or events that require admission.

Training for Staff:

Golf Ontario will provide training to all employees, volunteers, and other individuals who interact with the public or third parties on Golf Ontario’s behalf. This training will be provided to current staff through whichever format is deemed most effective, either through a Town Hall or by staff completing an online video. All new staff will be provided with training within a reasonable time from their start date, and volunteers will be provided with training during pre-established volunteer orientations.

Training will include:

- An overview of the AODA and the requirements of the service standard.
- Review of this policy.
- 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 equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
- What to do if a person with a disability is having difficulty in accessing Golf Ontario's goods and services.

Notice of Temporary Disruption:

In the event of a planned or unexpected disruption to services or facilities for persons with disabilities, Golf Ontario will provide prompt notification. This 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.

Feedback Process:

Golf Ontario welcomes those who wish to provide feedback on the way Golf Ontario provides goods and services to people with disabilities. Feedback should be directed to humanresources@golfontario.ca, and a response can be expected within five business days. Complaints will be addressed according to our organization's Discipline and Complaints Policy and Procedure.

Revision History

Date of Change	Description of Changes
May 2025 (Aja)	<p>The <i>Accessibility for Ontarians with Disabilities Act</i> reg. 429/07 was revoked on July 1, 2016 (O. Reg. 429/07 ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE ontario.ca), updated with Ontario regulation 165/16.</p> <p>Minor changes (grammar, word style), simplifying to streamline policy wording. Copilot AI was used for reference comparison and edits. Feedback process updated to HR email, GO logo updated, and hyperlinks to current GO posted policies added.</p> <p>Revised naming from “Accessible Customer Service Policy” to “Accessible Service Policy”, as per Governance Committee recommendation 22May2025. Removal of “customer” to better reflect persons served.</p>