



Picton Golf & Country Club Accessibility Policies For the Year: 2017

Picton Golf & Country Club is committed to improving accessibility. We will put the following policies into practice as required by the Accessibility for Ontarians with Disabilities Act.

General

Picton Golf & Country Club is committed to training staff on Ontario's accessibility laws and on accessibility aspects of the Human Rights Code that apply to persons with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

Customer Service

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Standard Green Fees will be charged for support persons if they chose to play golf.

Customers who wish to provide feedback on the way Picton Golf & Country Club provides goods, services or facilities to people with disabilities can provide feedback in the following ways: Telephone or email

Information and communications

Picton Golf & Country Club is committed to meeting the communication needs of people with disabilities. When asked, we will provide information and communications materials in accessible formats. This includes publicly available information about our goods, services and facilities, as well as publicly available emergency information. Picton Golf & Country Club will consult with people with disabilities to determine their information and communication needs.

Employment

Picton Golf & Country Club will notify the public and staff that, when requested, we will accommodate disabilities during recruitment and assessment processes and when people are hired. If needed, we will provide customized workplace emergency information to employees who have a disability.

Design of Public Spaces

Picton Golf & Country Club will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces.

Public spaces include:

Recreational trails/beach access routes, Accessible off street parking, Service-related elements like service counters, fixed queuing lines and waiting areas

Modifications to this or other policies

Any of our policies that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.

President, Picton Golf & Country Club

~ *Fun, Friendly, Great Golf* ~

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