



Accessibility Standard for Customer Service

Executive Summary

The Accessibility for Ontarians with Disabilities Act, 2004 (AODA) was introduced as a means to improve opportunities for people with disabilities. It is also intended to provide for the involvement of people with disabilities in the identification, removal, and prevention of barriers to enhance their full participation in the life of the province. To achieve these goals, the AODA mandates to prepare an annual accessibility plan.

About Sawmill Creek Golf Resort & Spa

Sawmill Creek Golf Resort & Spa is a semi private golf club and resort located in Camlachie, ON. Sawmill Creek Golf Resort & Spa is committed to excellence in serving all customers including people with disabilities. Sawmill Creek Golf Resort and Spa's mission is to be a leader in customer service, organization and management in the resort hospitality industry by providing our members, guests and employees with first class facilities and experiences.

Assistive Devices

We will ensure that our staff is 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 except in the cases where a fee is being charged originally to cover a meal or event etc. We will notify customers of this through a notice posted on our premises and verbally.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities Sawmill Creek Golf Resort & Spa 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 on public bulletin boards.

Training

Sawmill Creek Golf Resort & Spa will provide training to employees who deal with the public. 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: Owners, Club Professional, and Pro shop Staff. This training will be provided to staff within 6 months of hire date.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Sawmill Creek Golf Resort & Spa'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 Ramps
- What to do if a person with a disability is having difficulty in accessing Sawmill Creek Golf Resort & Spa'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 Sawmill Creek Golf Resort & Spa provides goods and services to people with disabilities can email Paul Dumont at paul.pro@sawmill-creek.com. All feedback, including complaints, will be passed on to Ownership. Customers can expect to hear back in 30 days

Notice of Availability

Sawmill Creek Golf Resort & Spa will notify the public that our policies are available upon request by posting it on Bulletin board.

Modifications to this or other policies

Any policy of Sawmill Creek Golf Resort & Spa that does not respect and promote the dignity and independence of people with disabilities will be modified or removed