



Accessibility Standard for Customer Service

Providing Goods and Services to People with Disabilities

The Thornhill Club is committed to excellence in serving all Members and Guests, including those individuals with disabilities, and will strive to make everyone's experience enjoyable.

The Thornhill Club understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

The Thornhill Club is committed to complying with both the *Ontario Human Rights Code* and the *AODA*.

The Thornhill Club is committed to excellence in serving all Members and Guests, including people with disabilities.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Assistive devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

The Thornhill Club's 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, services or facilities.

Communication

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

We will work with the person with a disability to determine what method of communication works for them.

Service animals

We welcome people with disabilities and their service animals. Service animals are allowed on selected areas of the premises.

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 be applicable on a per situation basis for admission to The Thornhill Club premises. This information can be requested directly, if required.

Notice of temporary disruption

In the event of a planned or unexpected disruption to services or facilities for Members or Guests with disabilities The Thornhill Club will notify Members and Guests 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 notices may be posted in the following locations:

- Reception
- Golf Shop
- Administrative Offices
- Locker Rooms
- Other areas as applicable

Notice may be made available in the following ways:

- Signs posted in and around affected area
- Receptionist / Staff acknowledgement
- E-blast to Members and Staff (if required)

Training

The Thornhill Club will provide accessible customer service training to:

- All employees and volunteers
- Anyone involved in developing our policies
- Anyone who provides goods, services or facilities to Members or Guests on our behalf

Staff will be trained on accessible customer service upon being hired – as a condition of employment. The Thornhill Club utilizes a third party training service: HRDownloads for this purpose.

Training will include:

- Purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- The Thornhill Club's policies 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 equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities. These may include:
 - ✓ Wheelchair
 - ✓ Elevator
 - ✓ Menu Assistance by Staff (Read Aloud)
- What to do if a person with a disability is having difficulty in accessing The Thornhill Club's goods, services or facilities

Staff will also be trained when changes are made to our accessible customer service policies.

Feedback process

The Thornhill Club welcomes feedback on how we provide accessible customer service. Member and Guest feedback will help us identify barriers and respond to concerns.

Members and Guests will be notified of how to provide feedback – this may include the following methods:

- Posters in locker rooms
- Hours of Operation notice – Posted in conspicuous place
- Public Facing Website
- Private Members Portal Notice
- Membership E-blast
- Screenscape Interface – Digital Notice Board
- Suggestion box – Located at Reception

Members or Guests who wish to provide feedback on the way The Thornhill Club provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

- Verbal Comment to a Manager who will forward the comment or concern to Aja Crawford, Controller
- By Telephone – calling 905-881-3000
- Writing to us – 7994 Yonge Street, Thornhill, ON L4J 1W3
- Feedback form in Comment Box – Located at Reception
- Direct Email to Controller, Aja Crawford acrawford@thornhillgcc.com

All feedback, including complaints, will be handled in the following manner:

- Feedback will be directed to the Controller, Aja Crawford
- Members or Guests can expect to hear back in five [5] business days.

The Thornhill Club will make sure our feedback process is accessible to Members and Guests with disabilities by providing or arranging for accessible formats and communication supports, on request.

Notice of availability of documents

The Thornhill Club will notify Members and Guests that documents related to accessible customer service, are available upon request by posting a notice. May include the following location(s) /way(s):

- Hours of Operation – Posters
- Locker Room – Posted Notices
- Screenscape Interface – Digital Notice Board
- Public Facing Website
- Private Members Portal Notice

The Thornhill Club will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

Modifications to this or other policies

Any policies of The Thornhill Club that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.