



**Muskoka Lakes Golf & Country Club  
Accessibility Standards for Customer Service  
Policy and Procedure Manual**

***Policy Statement:***

Providing Goods and Services to Persons with Disabilities

The following policy, practices and procedures have been established by Muskoka Lakes Golf & Country Club “the Club” to govern the provision of its services in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and Regulation 429/07 “Accessibility Standards for Customer Service”.

**1. Our mission**

The mission of “the Club” is to ensure that its policies, practices and procedures for the provision of its services are consistent with the principles outlined in the Accessibility Standards for Customer Service to effectively provide services to persons with disabilities

**2. Our commitment**

In fulfilling our mission, “the Club” strives at all times to provide its goods and services in a way that respects the dignity and independence of persons with disabilities. We are also committed to giving persons with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other members and their guests.

**3. Providing goods and services to people with disabilities**

“The Club” is committed to excellence in serving all members and their guests including persons with disabilities and we will carry out our functions and responsibilities in the following areas:

**3.1. Communication**

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

We will train staff who communicate with customers on how to interact and communicate with persons with various types of disabilities.

We will provide information in alternative formats, upon request

**3.2. Assistive devices**

We are committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from our goods and services. “The Club” will be prepared to assist, or arrange for assistance, while individuals are using goods or services of the Club and we will ensure that our staff is trained and familiar with various assistive devices that may be used by persons with disabilities while accessing our services and facilities.

*Muskoka Lakes Golf & Country Club*

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### **3.3. Billing**

We are committed to providing accessible invoices to all of our members and their guests. For this reason, invoices will be provided in the following formats upon request: large print, hard copy, e-mail, or any other appropriate format that is requested.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

### **3.4. Use of service animals and support persons**

We are committed to welcoming persons with disabilities who are accompanied by a service animal on the parts of our premises that are open to the membership and other third parties. We will ensure that all employees, volunteers and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a service animal.

We are committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter “the Club” premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

Standard cost will apply to personal support persons accompanying persons with disabilities at special events.

## **4. Notice of temporary disruption**

“The Club” will provide members and their guests with notice in the event of a planned or unexpected disruption in the facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and description of alternative facilities or services, if available.

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

## **5. Training for staff**

“The Club” will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. The training will be provided to each person as soon as practicable after he or she is assigned the applicable duties. Staff will be trained on an ongoing basis when changes are made to the policies, practices and procedures. New staff will be trained as part of their orientation upon employment.

## **6. Feedback process**

The ultimate goal of “the Club” is to meet member and guest expectations while serving those with disabilities. Comments on our services regarding how well those expectations are being met are encouraged and appreciated.

Feedback regarding the way “the Club” provides goods and services to persons with disabilities can be made by providing feedback in a format preferred by the user and submitted to the General Manager or through speaking with the Manager on Duty.

Where possible, feedback will be addressed immediately. However, some comments may require more time to address, and must be reviewed for action, possibly at the Board of Directors level.

Members and guests who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

## **7. Modifications to this or other policies**

We are committed to developing service policies that respect and promote the dignity and independence of persons with disabilities. Therefore, any changes made to this policy will include an assessment on the impact it may have on persons with disabilities.

Any policy of “the Club” that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

## **8. Questions about this policy**

This policy exists to achieve service excellence to persons with disabilities. If anyone has a question about the policy, or if the policy is not understood, an explanation should be provided or referred to:

### **Mr. Julian Cusworth**

General Manager

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