



Accessible Customer Service and Integrated Accessibility Standard

At **Guelph Cutten Club** ('Cutten Fields') we are committed to providing services in a way that respects the dignity and independence of people with disabilities. Cutten Fields strives to fully integrate those with disabilities so that wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in a similar way to other members and guests. Cutten Fields is committed to ensure that its policies, practices and procedures provide equal opportunity to persons with disabilities as is given to others.

This Accessible Customer Service and Integrated Accessibility Standard was developed in accordance with the *Accessibility Standards for Customer Service (Ontario Regulation 429/07)*, and the *Integrated Accessibility Standards (Ontario regulation 191/11)* and is required for the implementation of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

The standard applies to the provision of goods and services, not to the goods themselves.

ACCESSIBILITY TO SERVICES

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.

Telephone Services

We are committed to providing fully accessible telephone service to our members and guests. We will train staff to communicate with members and guests over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with members and guests by alternate methods if telephone communication is not suitable to their communication needs or is not available.

Website and Web Content

Cutten Fields will ensure its internet website, www.cuttenfields.com, and its web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. WCAG 2.0 is an international standard for making websites and web content accessible to a broader range of users with disabilities. Cutten Fields will comply with WCAG 2.0 Level AA (excludes live captioning, audio description) by January 1, 2021.

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 person with a disability must ensure that their assistive device is operated in a safe and controlled manner at all times.

Billing



We are committed to providing accessible statements to all of our members and guests. For this reason, statements will be provided in the following formats upon requests: hard copy, large print, and e-mail. We will answer any questions members and guests may have about the content of the statement in person, by telephone or e-mail.

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.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- Explain why the animal is excluded
- Discuss with the customer another way of providing goods, services or facilities

It is the responsibility of the person with the disability to ensure that their service animal is kept in control at all times. This will include controlling the behavior of the animal, cleaning up after the animal, and being responsible for any damage the animal may cause to Cutten Fields property.

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. 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. Fees will not be charged for support persons for admission to Cutten Fields premises. Goods such as food and beverages will be charged to support persons at Cutten Fields established rates.

Notice of Temporary Disruption

Cutten Fields will provide notice in the event of a planned or unexpected disruption to services or facilities used by people with disabilities. 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.

When disruptions occur, we will provide notice by:

- posting notices in conspicuous places including at the point of disruption, at the main entrance and the nearest accessible entrance to the service disruption and/or on the website;
- contacting members with reservations;
- verbally notifying members and guests when they are making a reservation; or
- by any other method that may be reasonable under the circumstances.

RECRUITMENT, ASSESSMENT AND SELECTION

Cutten Fields will make suitable accommodation for persons with disabilities throughout the selection process. Applicants will be informed that these accommodations are available, upon request, for the interview process and for other candidate selection methods. Where an accommodation is requested, Cutten Fields will consult with the applicant and provide or arrange for suitable accommodation.

Successful applicants, candidates, new hires, as well as current staff, will be made aware of Cutten Fields' policies and supports for accommodating people with disabilities.



ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Cutten Fields will ensure that employees are aware of our policies for employees with disabilities and any changes to these policies as they occur.

If an employee with a disability requests it, Cutten Fields will provide or arrange for the provision of accessible formats and communication supports for the following:

- Information needed in order to perform his/her job; and
- Information that is generally available to all employees in the workplace.

Cutten Fields will consult with the employee making the request to determine the best way to provide the accessible format or communication support.

WORKPLACE EMERGENCY RESPONSE INFORMATION

Where required, Cutten Fields will create individual workplace emergency response information for employees with disabilities. This information will take into account the unique challenges created by the individual's disability and the physical nature of the workplace and will be created in consultation with the employee.

This information will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs or plans are reviewed; and/or
- Cutten Fields reviews general emergency response policies.

PROCESS TO ACCOMMODATE EMPLOYEES

Cutten Fields will continue to take the following steps to ensure that internal process regarding return to work practices, performance management, career development and job changes take into account accessibility needs of employees:

- We will review processes to identify barriers to accessibility that may exist;
- We will consult with employees who have advised us of a disability that requires accommodation.

TRAINING FOR STAFF

Persons for whom this standard applies shall receive training as required by the *Accessibility Standards for Customer Service (Ontario Regulation 429-07)* and the *Integrated Accessibility Standards (Ontario Regulation 191-11)*.

Cutten Fields will provide training to all employees who are expected to deal with members of the public and other third parties, on behalf of Cutten Fields, as well as all persons who participate in developing policies, practices and procedures pertaining to the provision of goods and services.

Training will include information on the following:

- The purpose of the *Accessibility for Ontarians with Disability Act, 2005* and the requirements of the customer service standard;
- Cutten Fields policies, practices and procedures relating to the customer service and integrated accessibility standard;
- How to interact and communicate with people with various types of disabilities;
- How to interact with people with disabilities who use 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;
- Requirements pertaining to persons with disabilities as outlined by the *Ontario Human Rights Code*.

Staff will also be trained on an ongoing basis as they enter employment with Cutten Fields and when changes are made to these policies, practices and procedures.

FEEDBACK PROCESS

Cutten Fields welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Those who wish to provide feedback can **e-mail, phone, complete the feedback form, or write.**

info@cuttenfields.com

Human Resources
Guelph Cutten Club
190 College Ave East, Po Box 666
Guelph, Ontario
N1H 6L3
P: 519-824-2650

All feedback will be directed to the **Human Resources Manager** and an acknowledgement of the message can be expected within five (5) business days. Complaints will be addressed according to our organization's regular complaint management procedures.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policy of **Guelph Cutten Club** that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.