



Customer Accessibility Policy

Intent

Wooden Sticks Golf Inc. is committed to following the principles of dignity, independence, integration and equal opportunity, by providing quality goods and services that are accessible to all persons that it serves.

This policy is intended to set a foundation of expectations while meeting the requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Scope

- a) This policy applies to everyone and at all premises owned and operated by Wooden Sticks Golf Inc.
- b) This policy shall also apply to all individuals who participate in the development of the Wooden Sticks Golf Inc. policies, practices and procedures.

Definitions

Assistive Device – is a technical aid, communication device or other instrument that is used to maintain or improve the functional abilities of people with disabilities. Personal assistive devices are typically devices that customers bring with them such as a wheelchair, walker or a personal oxygen tank that might assist in hearing, seeing, communicating, moving, breathing, remembering and/or reading.

Disability – the term disability as defined by the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontario Human Rights Code*, refers to:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.



Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

Support Person – as reflected in *Ontario Regulation 429/07*, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or access to goods and services.

General Principles

A. Commitment

Wooden Sticks Golf Inc. will make every reasonable effort to ensure that its policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- ensuring that everyone is treated fairly and consistently;
- allowing individuals with disabilities to do things in their own ways, at their own pace as long as this does not present a safety risk;
- using alternative methods when possible to ensure that individuals with disabilities have access to the same services and programs, in the same place and in a similar manner;
- taking into account individual needs; and
- communicating in a manner that takes into account the individual's disability.

The *Accessibility for Ontarians with Disabilities Act, 2005* set various standards and deadlines to increase accessibility by 2025. Wooden Sticks Golf Inc. is committed to meeting all applicable deadlines and will be incorporating changes as indicated by the act.



B. Assistive Devices

Persons with disabilities may use their own assistive devices as required.

In cases where the assistive device presents a safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of services and programs. For example, where elevators are not present and where an individual requires assistive devices for the purposes of mobility, Wooden Sticks Golf Inc. will look at alternative methods for providing services or programs.

Employees or volunteers requiring accommodation should contact Ken Irvine or Sandra Morry for additional information.

C. Guide Dogs, Service Animals and Service Dogs

An individual with a disability that is accompanied by guide dog, service animal or service dog will be allowed access to applicable premises unless otherwise excluded by law.

Exclusion Guidelines:

If a guide dog, service animal or service dog is excluded by law (see applicable laws below) Wooden Sticks Golf Inc. will offer alternative methods to enable the person with a disability to access services and programs, when possible (for example, securing the animal in a safe location and offering the guidance of an employee).

Applicable Laws:

The *Health Protection and Promotion Act, Ontario Regulation 562 Section 60*, normally does not allow animals in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does allow guide dogs and service dogs to go into places where food is served, sold or offered for sale. However, other types of service animals are not included in this exception.

Dog Owners' Liability Act, Ontario: If there is a conflict between a provision of this Act or of a regulation under this or any other Act relating to banned breeds and a provision of a by-law passed by a municipality relating to these breeds, the provision that is more restrictive in relation to controls or bans on these breeds prevails.



Recognizing a Guide Dog, Service Dog and/or Service Animal:

If it is not readily apparent that the animal is being used by the individual for reasons relating to his or her disability, Wooden Sticks Golf Inc. may request verification. Verification may include:

- a letter from a physician or nurse confirming that the person requires the animal for reasons related to the disability;
- a valid identification card signed by the Attorney General of Canada; or,
- a certificate of training from a recognized guide dog or service animal training school.

Care and Control of the Animal:

The individual that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all time.

Allergies:

If a health and safety concern presents itself for example in the form of a severe allergy to the animal, Wooden Sticks Golf Inc. will make all reasonable efforts to meet the needs of all individuals.

D. Support Persons

If an individual with a disability is accompanied by a support person, Wooden Sticks Golf Inc. will ensure that both persons are allowed to enter applicable premises together and that the individual is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the individual, prior to any conversation where confidential information might be discussed.

In situations where current practice may create a perceived barrier, such as recruitment, training and testing, Wooden Sticks Golf Inc. will consider other methods or options, when appropriate.

E. Information and Communication

Wooden Sticks Golf Inc. is committed to ensuring that our information, policies, programs and practices are available in formats that take into account the individual's disability. Individuals that require information in an alternative format, such as enlarged text or verbal, should contact Sandra Morry).



F. Additional Policies

The *Accessibility for Ontarians with Disabilities Act, 2005* set various standards and deadlines to increase accessibility by 2025. As these standards become applicable, Wooden Sticks Golf Inc. will be reviewing our practices to ensure compliance with the Act. Additional policies may be developed or revised to include more detailed information on our specific practices and processes, such as our Accessible Customer Service Policy.