



## **Accessibility Standards Company Policy**

### ***Accessible Customer Service:***

Forest City National Golf Club shall make reasonable efforts to ensure that its policies, procedures and practices as amended from time to time are consistent with the following principles:

- a) The goods or services must be provided in a manner that respects the dignity and independence of persons with disabilities.
- b) The provision of goods or services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.
- c) Persons with a disability must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services.

### ***Assistive Devices:***

Forest City National Golf Club permits a person with a disability to use and keep with them their own personal assistive devices to obtain, use or benefit from the goods or services offered by Forest City National Golf Club.

### ***Communication:***

Forest City National Golf Club's employees, when communicating with a person with a disability, shall do so in a manner that takes into account the person's disability.

### ***Service Animals and Support Persons:***

Forest City National Golf Club shall allow a person with disability, who requires to be accompanied by a support person or guide dog into Forest City National Golf Club premises that are owned or operated public facilities. The person is permitted to keep the guide dog them unless the animal is otherwise excluded by law.

## **Responsibilities**

### ***Responsibilities of Management:***

- Educate employees and ensure compliance with all aspects of the policy.

- Demonstrate behaviours that are consistent with the policy.
- Provide support and guidance to staff members in fulfilling the policy.
- Ensure all staff members are trained according to the requirements of the legislation.
- When aware of areas of non-compliance ensure appropriate action is taken.

***Responsibilities of Employees:***

- Comply with all aspects of the policy.
- Demonstrate behaviours that are consistent with the policy.
- Participate fully in training as it relates to this policy.
- When aware of areas of non-compliance ensure the supervisor or manager is notified.

**Date: January 1<sup>st</sup>, 2024**

**Signature:**

A handwritten signature in black ink that reads "Brent Holmes". The signature is written in a cursive, slightly slanted style.

**Title: Owner**

**DISCLAIMER**

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