



THE MARSHES
GOLF CLUB • OTTAWA

Accessible Customer Service Policy Statement

Providing Goods and Services to People with Disabilities

The Marshes Golf Club is committed to excellence and ensuring that we serve guests with disabilities in the same manner as all guests- consistent with the principles of integration and equal opportunity.

Assistive Devices- We will ensure that our Staff are trained and familiar with various assistive devices that may be used by guests with disabilities while accessing our goods or services.

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

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.

Support person- A person with disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. All information related to fees will be communicated and made aware to the guest with a disability.

Notice of temporary disruption- In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **The Marshes Golf Club** will notify customers 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.

Training of Staff- **The Marshes Golf Club** will provide training to employees, volunteers and others who deal with the public or other third parties on their behalf. All employees and Managers will be trained. This training will be provided to Staff within their first 60 days as part of our standard orientation process. Staff will also be trained when changes are made to your accessible customer service plan.

Feedback process- Customers who wish to provide feedback on the way **The Marshes Golf Club** provides goods and services to people with disabilities can do so by e-mail, verbally and suggestion box. All feedback will be directed to our **Director of Operations**. Guests can expect to hear back within two business days. Complaints will be addressed accordingly to our organization's regular complaint management procedures.

Modifications to this or other policies- Any policy of The Marshes Golf Club that does not respect and promote the dignity and independence of people with disabilities will be modified or removed. A detailed Accessibility Customer Service Plan document is available in the Administration Office.

January 1st, 2016



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Andrew Donaldson
Director of Operations, The Marshes Golf Club

Date