GREENHILLS
COUNTRY CLUB

Greenhills Country Club

Accessibility for Persons with Disabilities Policy (AODA)

Organization: Greenhills Valley Holdings Ltd., operating as Greenhills Country Club

1. Policy Statement

Greenhills Country Club is committed to providing an inclusive and accessible environment that respects the dignity, independence, and rights of persons with disabilities, including our employees, members, and guests.

In accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and Ontario Regulation 429/07, Accessibility Standards for Customer Service, Greenhills Country Club strives to ensure that our goods, services, and facilities are accessible to all individuals.

Employees and individuals responsible for developing Club policies will receive training on the applicable Customer Service Standards to support the delivery of accessible and respectful service.

Greenhills Country Club is also committed to complying with the *Ontario Human Rights Code* and maintaining an environment free from discrimination and harassment.

To support these commitments, the Club will:

- Establish and maintain policies and procedures that support accessible customer service.
- Communicate with individuals in a manner that takes their disabilities into consideration.
- Permit the use of assistive devices when accessing our goods and services.
- Welcome service animals in areas of the Club that are open to the public.
- Allow support persons to accompany individuals with disabilities in areas accessible to the public.
- Provide notice when accessible facilities or services are temporarily unavailable.
- Encourage and welcome feedback regarding accessibility.
- Provide appropriate accessibility training to employees and other individuals as required.

2. Assistive Devices

Greenhills Country Club is committed to accommodating individuals who use assistive devices to access our goods, services, and facilities.

Our employees will receive training to help them understand and appropriately assist individuals who use various assistive devices. These may include wheelchairs, canes, walkers, and other devices used to support accessibility and independence.

Accessibility features and equipment available at the Club include:

- An automatic door at the main clubhouse entrance.
- Accessible parking spaces.
- An accessible ramp.

Employees will make reasonable efforts to ensure that individuals can use available assistive devices when accessing the Club's services and facilities.

3. Communication

Greenhills Country Club will make reasonable efforts to communicate with individuals with disabilities in ways that accommodate their needs.

We recognize that people with the same disability may have different communication preferences. Employees are encouraged to ask members and guests how best to communicate with them when assistance or clarification is needed.

Our goal is to ensure that communication is respectful, effective, and responsive to each individual's circumstances.

4. Service Animals

Greenhills Country Club welcomes individuals with disabilities who are accompanied by service animals.

Service animals are permitted in areas of the Club that are open to the public, subject to applicable legislation and any relevant legal restrictions.

5. Support Persons

Individuals with disabilities who require a support person may be accompanied by that person in areas of Greenhills Country Club that are open to the public.

Where applicable, the Club will advise members and guests in advance, by email and/or telephone, of any fees associated with their visit when the Club has been informed of the individual's needs in advance.

6. Notice of Temporary Disruption

Greenhills Country Club will make reasonable efforts to provide timely notice when an accessible service, facility, or feature is temporarily unavailable, whether the disruption is planned or unexpected.

Where applicable, the notice will include:

- The reason for the disruption.
- The anticipated duration of the disruption.
- A description of any alternative facilities or services available, where applicable.

Notices will be posted on the Events Board outside the clubhouse and on the Club's website.

The Club will also make reasonable efforts to notify affected event coordinators in advance and, where appropriate, communicate disruptions verbally to members and guests when they make reservations or appointments.

7. Obtaining Services

If you experience difficulty accessing any of our service counters, please notify a staff member. We will be happy to provide an alternative arrangement to ensure you can access our services.

- **Dining Area Bar:** If the bar counter is not accessible, staff can provide drink and food service directly to your table.
- **Golf/Tennis Service Counter:** Staff can meet you around the service counter or at the bottom of the tennis stairs to assist with your service needs.

8. Employee Training

Greenhills Country Club will provide accessibility training to employees and other individuals who interact with members and guests on behalf of the Club, as applicable to their roles.

Training will cover the following topics:

- An overview of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirements of the applicable Customer Service Standard.
- The Club's policies, practices, and procedures relating to accessible customer service.
- How to interact and communicate appropriately with individuals with disabilities who use assistive devices or require the assistance of a service animal or support person.
- How to use applicable on-site equipment, such as the automated external defibrillator (AED).
- How to respond when an individual with a disability experiences difficulty accessing the Club's goods, services, or facilities.

Greenhills Country Club will maintain records of accessibility training, including the dates on which training was provided and the number of employees who participated.

Additional training will be provided when changes are made to the Club's accessibility policies, practices, or procedures, as required.

9. Policy Availability and Feedback

This policy is available upon request through the Greenhills Country Club administrative office. It will also be made available on the Club's website under the AODA or Accessibility heading.

All information provided by Greenhills Country Club is available in an accessible format upon request, in accordance with Section 12 of the AODA.

Greenhills Country Club welcomes feedback regarding this policy and the accessibility of its goods, services, and facilities. Feedback helps the Club identify opportunities to improve the experience of members, guests, employees, and other individuals with disabilities.

Feedback may be submitted through either of the following channels:

Telephone: 519-652-5033

Email: info@greenhillslondon.com

The Club will acknowledge or respond to feedback within five (5) business days.

Greenhills Country Club is committed to reviewing accessibility feedback and using it to support ongoing improvements to our policies and practices.

Accessibility Feedback & Request Form

We are committed to ensuring accessibility for everyone. Please use this form to request specific accommodations or to provide feedback on your experience with our facilities, services, or digital resources.

Need immediate assistance? You can submit this form to our staff, email it to **info@greenhillslondon.com**, or call **519-652-5033**. Alternate formats (large print, audio) are available upon request. All information provided by Greenhills Country Club is available in an accessible format upon request, in accordance with Section 12 of the AODA.

1. TYPE OF SUBMISSION

- ❑ Accommodation Request (Upcoming Event/Service)
- ❑ Accessibility Barrier Report (Physical/Facility)
- ❑ Digital Accessibility Issue (Website/Document)
- ❑ General Feedback / Compliment

2. CONTACT DETAILS (OPTIONAL FOR FEEDBACK)

Full Name:	Date of Request:
Email Address:	Phone Number:
Preferred Contact Method:	

3. DETAILS OF REQUEST OR FEEDBACK

Please describe the accommodation needed or the accessibility barrier encountered:

4. SPECIFIC SUPPORT REQUESTED (IF APPLICABLE)

- ❑ Sign Language Interpreter (ASL/BSL)
- ❑ Wheelchair / Mobility Access
- ❑ Accessible Digital Documents (PDF, Word)
- ❑ Assistive Listening Device / CART
- ❑ Dietary / Environmental Accommodation
- ❑ Other (Please specify below)

Additional Notes or Date/Time of Event (if time-sensitive):

Privacy Notice: *Any personal information collected on this form will only be used to respond to your request or address your feedback in accordance with our privacy policy.*