



THE TORONTO HUNT

CUSTOMER SERVICE POLICY

The Toronto Hunt strives at all times to provide services in a manner that respects the dignity and independence of persons with disabilities. We are committed to excellence in serving all of our members and guests including people with disabilities. It is the policy of The Toronto Hunt that its' environment be free from barriers, discrimination and harassment as defined by the Ontario Human Rights Code.

The Toronto Hunt is meeting its current and ongoing obligations under both the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Toronto Hunt understands that obligations under the AODA and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities. Communication takes into consideration a person's disability and The Toronto Hunt supports the use of assistive devices. We will work with the person with a disability to determine what method of communication works for them. All employees who deal with members and visitors are trained on the AODA and the requirements of the Customer Service Standards.

ASSISTIVE DEVICES

Persons with disabilities are welcome use their own assistive devices as required when accessing goods or services provided by The Toronto Hunt.

In cases where the assistive device presents a health or safety concern or where accessibility might be an issue, other reasonable measures will be used to ensure the access of goods and services.

The Toronto Hunt has a wheelchair and a wheelchair lift on-site to assist customers in accessing our goods and services. Our staff are trained and familiar with these assistive devices that may be used by customers with disabilities.

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.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

SUPPORT PERSONS

If a member or guest with a disability is accompanied by a support person, The Toronto Hunt will ensure that both persons are allowed to enter the premises together and that the customer is not prevented from having access to the support person.

In situations where confidential information might be discussed, consent will be obtained from the customer, prior to any conversation where confidential information might be discussed. A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

NOTICE OF TEMPORARY DISRUPTION

Service disruptions may occur due to reasons that may or may not be within the control or knowledge of The Toronto Hunt. In the event of any temporary disruptions to our facilities or services, reasonable efforts will be made to provide advance notice. Notice of the disruption will be clearly posted and include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The Toronto Hunt will inform the public of disruptions by posting notices on the Club website, Pro Shop and food/service areas.

TRAINING

The Toronto Hunt will provide accessible customer service training to all of its employees.

The training guideline will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- how to interact and communicate with people with various types of disabilities.
- how to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person
- how to use equipment or devices that are available on-site that may help people with disabilities
- The Toronto Hunt's policies, procedures and practices pertaining to the customer service standard

Staff will also be trained when changes are made to our accessible customer service policies.

The Toronto Hunt will keep a record of training upon successful completion of their probationary period, which includes the names and dates of those who have completed the training.

FEEDBACK PROCESS

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

Members and guests who wish to provide feedback on the way we provide services to people with disabilities can contact our General Manager in person, by telephone, mail or email. Feedback will be given serious consideration and responded to within five (5) business days.

The Toronto Hunt will make sure our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, upon request.

NOTICE OF AVAILABILITY OF DOCUMENTS

The Toronto Hunt shall notify customers that the documents related to the Customer Service Standards are available upon request and in a format that takes into account the customer's disability. Notification will be posted on The Toronto Hunt's website and/or any other reasonable method.

MODIFICATIONS TO THIS OR OTHER POLICIES

Any policies of The Toronto Hunt that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.