

Accessibility Plan - Caradoc Sands Golf Course

Our Commitment

Caradoc Sands is dedicated to ensuring that:

- All guests receive equal access to services and facilities.
- Our staff are trained in accessible customer service practices.
- We continuously improve our accessibility policies and procedures.

Customer Service

We are committed to providing accessible customer service. This means that we will:

- Communicate in a manner that considers the needs of people with disabilities.
- Welcome service animals and support persons on our property.
- Ensure physical spaces are welcoming and accommodating where possible.
- Provide documents in accessible formats upon request.

Facilities & Amenities

To support accessibility on our grounds:

- Our clubhouse and pro shop have wheelchair-accessible entrances and washrooms.
- Accessible parking spaces are located near the main entrance.
- Golf carts with accessibility features are available upon request (advance notice preferred).
- We aim to maintain clear, navigable paths on the course and in all public areas.

Training

All Caradoc Sands staff receive training on:

- The requirements of AODA and the Human Rights Code as it pertains to individuals with disabilities.
- How to interact and communicate with people with various types of disabilities.
- Procedures to assist individuals who may have difficulty accessing our services.

Feedback Process

We welcome feedback on how we provide accessible services. Feedback can be submitted:

- By email: denton@caradocsands.ca
- By phone: 519-246-4653
- In person: At the front desk of the clubhouse
- By mail: 24500 Saxton Rd., Strathroy, ON, N7G 3H4

We will ensure that our feedback process is accessible by providing or arranging for accessible formats and communication supports, upon request.

Emergency Information

We provide accessible emergency and safety information upon request. Staff are trained to assist individuals with disabilities in case of an emergency.

Ongoing Improvements

We will review and update our accessibility policies every 3 years, or as legislation requires. Future improvements include:

- Exploring additional accessible golf equipment.
- Adding visual signage throughout the course.
- Enhancing our website to meet WCAG (Web Content Accessibility Guidelines).

Contact Us

Accessibility Coordinator

Caradoc Sands Golf Course

Email: denton@caradocsands.ca

Phone: 519-246-4653

Address: 24500 Saxton Rd., Strathroy, ON N7G 3H4

Website: www.caradocsands.ca

This Accessibility Plan is available in alternative formats upon request.