Accessible Customer Service Policy
Providing Goods & Services to People with Disabilities

Marsland Centre Ltd and Northfield Racquet & Fitness Club & XRZone (owned & operated by Marsland Centre Ltd) **are Committed to Excellence in Serving All Tenants, Members and Guests, Including People with Disabilities.**

Assistive Devices
Northfield Racquet & Fitness Club, XRZone and Marsland Centre Ltd will ensure that our staff, are trained and familiar with various assistive devices that may be used by a member, tenant or guest with disabilities while accessing our goods or services.

Communication
Marsland Centre, Northfield Racquet & Fitness Club and XRZone 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 the premises that are open to the public. Service animals are not permitted in any area where food preparation or food storage occurs.

Support Persons
A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on any of our premises. Half price Guest fees will be charged at Northfield Racquet & Fitness Club or XRZone for support persons using fitness facilities. Court fees will be applicable for any court bookings at Northfield Racquet & Fitness Club.

Notice of Temporary Disruption
In the event of a planned or unexpected disruption to services or facilities for members, tenants or guests with disabilities, the disrupted location will notify our members, tenants and/or guests promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time and a description of alternate facilities or services, if available.
The notice will be placed on the Main entry door at the location where the disruption to services or facilities has or will occur.

Training for Staff
Marsland Centre will provide training to employees, volunteers and others at all locations, who deal with the public or other third parties on their behalf at all locations.

Individuals in the following positions will be trained:
Owners
Managers
Food & Beverage Staff
Administration Staff
Front Desk Staff
Nursery & XRZone Staff
Tennis & Squash Instructors
Group Fitness Instructors & Personal Trainers
Maintenance & Cleaning Staff

This training will be provided in December.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service, Ontario regulation 429/07.
- How to interact and communicate with people with various types of disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- Instructions on how to use equipment and devices that are available at our premises.
- Instructions on what to do if a person with a disability is having difficulty accessing our services.
- Marsland Centre, Northfield Racquet & Fitness Club or XRZone's policies, procedures and practices pertaining to providing accessible customer service to tenants, members & guests with disabilities.

Staff will also be trained when changes are made to the policy.

Feedback Process
Members, tenants or guests who wish to provide feedback on the way Marsland Centre, Northfield Racquet & Fitness Club or XRZone provides goods and services to people with disabilities can e-mail (info@northfieldclub.com) or verbally at the reception at Northfield or 12th floor at Marsland Centre Ltd.

All feedback will be directed to Melanie Marsland, General Manager/VP.
Customers can expect a response in 7 business days.
Complaints will be addressed according to regular complaint management procedures.

Modifications to this or other Policies
Any policy of Northfield Racquet & Fitness Club, XRZone or Marsland Centre that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

December 2011